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# Senior Supervisor (Credit Control Team) – Banking Industry

**Description**

Our client, a large-scale and renowned Chinese Bank, is hiring a **Senior Supervisor** to join their **Credit Control team** in **Kowloon Region** office. It has over 90 years of history and was recognized as second largest bank in the world by market capitalization. This banking role will give you a great multi-cultural and management experience.

**Responsibilities**

- Mange the daily collection activities of credit control team and follows up the necessary collection actions so as to minimize losses and maximize recoveries
- Carry out appropriate actions for delinquent or problem accounts
- Meets and discuss with the customers for arrangement of any debts settlement
- Work closely with other ALS/Legal firms for handling or rewrite loan
- Handle and investigate complaints from customers and regulatory bodies
- Monitor the performance of debt collection agencies
- Work closely with legal firms to monitor the legal progress or seek for legal advice
- Monitor workflow and resources and streamlines procedures, recommend workable ideas for improvement in work flow, productivity and service level

**Qualifications**

- DSE or above with **minimum 5 year experience** in **credit card collection**
- Customer oriented, good negotiation, communication and interpersonal skills
- Proficiency in MS Office,especially in **Excel**
- Familiar with Chinese word processing
  - Strong command of Spoken and written English and Chinese, Fluent in Mandarin
  - Able to work independently and under pressure

**Employment Type**
Contract / Full Time

**Duration of employment**
1 year (Renewable)

**Industry**
Banking

**Working Hours**
9:00 – 18: 00

**Date posted**
2018-06-14

- Immediately available  is an advantage

**Job Benefits**

- Competitive Salary
- Medical Insurance
- 5-Day Work Week
- Shuttle Bus
- Fast Career Development
- Exposure to Cross-Culture Working Environment

**Contacts**

**If you have the desire for a challenging and rewarding career development, send us your resume quoting your present and expected salary by clicking "Apply Now"** or email to hr@ waionsolutions.com