

## 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

- Manage 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](mailto:hr@waionsolutions.com)**