

PI Early Phone Collector – Collection Department/ Retail Risk Division

Overall job definition:

PI Early Phone Collection Specialist performs daily phone activity based on the prioritization established by the Team Leader in AutoDialer, with high ethic and as per the steps described in Early Collection Strategies.

What will you do:

- Contacts early warning customers by phone based on strategies followed by the bank
- Contacts customers in arrears by phone (with Auto dialer system) based on days past due and strategies followed by the bank
- Informs and convinces the client to pay the past due amount through a good communication
- Performs the calls with customers of different buckets and queues based on the call scripts
- Inputs data for every action taken in Collection Systems (Debt Manager, and Auto Dialer)
- Updates data (phone numbers or addresses) for new customers.

What you bring at the table:

- University Degree in Economics ore related fields
- At least 1 yr of relevant experience , Banking System, is preferable
- Very good communication skills
- Fast learners and very good interpersonal skills
- Good English and computer skills
- Very good knowledge of Microsoft Office programs

The interested candidates can apply in recruitment.hr@raiffeisen.al

Only the candidates selected for the interview shall be informed.

**For further details, please address to the People, Culture & Organization Division
Division in Raiffeisen BANK.**

Raiffeisen Bank would like to inform interested candidates that any information they submit in connection with expressing their interest as described above will be handled with a level of security fully in accordance with the provisions of Law No. 9887, dated 10.03.2008 "On the Protection of Personal Data" and the implementing subordinate acts issued pursuant to it. Furthermore, by providing this information, the interested candidate declares and gives their consent to the further processing of their personal data by Raiffeisen Bank, solely for the Bank's internal use and only for the purpose for which they have voluntarily provided these data.