Credit & Recoveries Officer

Terms of Reference and Vacancy Advertisement

Employer	Wala Ltd	**Duty station**	Lilongwe, with frequent field travel
Department	Finance & Administration	**Reports to**	Finance & Administration Manager
Contract	Full-time; terms subject to Wala policy	**Start date**	November 2026
Deadline	05 October 2026	**Application email**	hr@walacleanenergy.com

1. About Wala

Wala is a Malawi-based social enterprise providing productive-use solar solutions that help smallholder farmers and rural enterprises improve productivity, income and resilience. Since commencing operations in 2019, Wala has developed a growing customer base and field distribution network, offering quality equipment, warranty, training, after-sales support and flexible payment options.

As Wala expands its credit and instalment-based sales, the company seeks a disciplined, commercially minded and ethical Credit & Recoveries Officer to strengthen credit assessment, portfolio monitoring, customer follow-up and recovery of overdue amounts.

2. Purpose of the Role

The Credit & Recoveries Officer will protect Wala's cash flow and credit portfolio by ensuring that customers are properly assessed before credit is approved, repayment obligations are clearly documented and communicated, payments are monitored, and arrears are resolved promptly and professionally. The Officer will balance firm recovery action with respectful customer engagement and Wala's social-impact mission.

3. Key Responsibilities

A. Credit assessment and onboarding

- Receive and review credit applications for completeness, accuracy and compliance with Wala's credit policy and approval limits.
- Conduct customer due diligence, including identity and business verification, affordability and cash-flow assessment, reference checks, field verification and validation of supporting documents.
- Assess repayment capacity and credit risk, prepare clear credit recommendations, and escalate higher-risk or exceptional applications for approval.
- Ensure deposits, contracts, guarantor information, payment schedules, consent forms and security documentation are complete before equipment is released.
- Explain credit terms, payment dates, consequences of default, warranty conditions and customer obligations in clear language before contract signing.
- Maintain complete, accurate and confidential physical and digital customer files.

B. Portfolio monitoring and account management

- Maintain an up-to-date credit portfolio register showing amounts due, amounts paid, days past due, outstanding balances, promises to pay and recovery actions.
- Reconcile customer payments with Finance and promptly investigate unallocated, short or missed payments.
- Generate and review ageing reports and identify accounts showing early warning signs before they fall into serious arrears.
- Issue payment reminders before due dates and undertake structured follow-up immediately after missed payments.
- Work closely with Sales, field agents, Zone Leads, Finance and Technical teams to resolve customer account issues without weakening credit controls.
- Recommend practical account-management actions, including revised payment arrangements, only within approved policy and delegated authority.

C. Recoveries and arrears management

- Contact customers in arrears through telephone calls, messages, written notices and field visits, using an agreed escalation process.
- Obtain credible promises to pay, document agreed actions and follow through until payment is received or the matter is escalated.
- Prepare and issue demand notices and other recovery correspondence approved by management.
- Recommend suspension of services, equipment controls, repossession or legal referral where permitted by contract, company policy and applicable law.
- Coordinate safe and properly documented recovery or repossession of equipment when authorised, maintaining an auditable chain of custody.
- Support negotiations with customers in genuine financial difficulty while protecting Wala's commercial interests.
- Maintain professional conduct and protect customer dignity; never use threats, harassment, public humiliation, unauthorised fees or unlawful recovery methods.
- Prepare files for legal action or external collection support and liaise with approved service providers when instructed.

D. Reporting, controls and portfolio improvement

- Prepare weekly collections trackers and monthly portfolio reports covering collections, arrears, ageing, recovery rates, roll rates, defaults, high-risk cases and recommended action.
- Analyse repayment patterns by product, location, customer segment, sales channel and responsible field team to identify root causes and trends.
- Maintain an accurate recovery-action log and ensure every customer interaction and commitment is captured in the approved system.
- Flag suspected fraud, misrepresentation, document irregularities, conflicts of interest or control breaches immediately.
- Recommend improvements to credit scoring, documentation, collection procedures, customer communication and staff training.
- Support internal and external audits and provide complete portfolio evidence when requested.
- Comply with Wala policies on data protection, confidentiality, anti-fraud, safeguarding, health and safety, and ethical conduct.

4. Key Performance Indicators

Final targets will be agreed during onboarding and may be adjusted as the portfolio grows. Performance will be assessed using indicators such as:

KPI area	Measure
Portfolio quality	Portfolio at Risk (PAR) and non-performing accounts maintained within approved thresholds.
On-time collection	Percentage of scheduled instalments collected by the contractual due date.
Recovery performance	Percentage and value of overdue balances recovered against monthly targets.
Early intervention	All missed payments actioned within the required turnaround time; high-risk cases escalated promptly.
Credit quality	Completeness and accuracy of assessments, files and recommendations; default rates of newly approved accounts.
Data integrity	Credit register and customer records current, reconciled and supported by an auditable contact history.
Reporting	Accurate weekly and monthly reports submitted by agreed deadlines.
Conduct	Compliance with approved recovery procedures, customer-protection standards and confidentiality requirements.

5. Minimum Qualifications and Experience

- Bachelor's degree in Finance, Accounting, Banking, Business Administration, Economics or another relevant field. A relevant professional credit or banking qualification is an advantage.
- At least three years' relevant experience in credit appraisal, loan administration, collections, recoveries or portfolio management, preferably in a bank, microfinance institution, asset-finance business, fintech, solar PAYGo company or growing SME.
- Demonstrated experience managing delinquent accounts, conducting field collections and negotiating repayment arrangements.
- Working knowledge of credit-risk principles, affordability assessment, arrears ageing, reconciliations and recovery procedures.
- Strong Excel and digital-record skills; experience with accounting, CRM, loan-management or collections systems is an advantage.
- Strong written and spoken English and Chichewa. Ability to communicate in other Malawian languages is an advantage.
- Ability and willingness to travel frequently to rural customer locations. A valid motorcycle or motor-vehicle driving licence is an advantage.

6. Required Competencies and Personal Attributes

- High integrity, sound judgement and respect for confidentiality.
- Firm, persistent and results-oriented, while remaining respectful and professional with customers.
- Strong analytical ability and exceptional attention to detail.
- Clear communicator and confident negotiator who can handle difficult conversations calmly.
- Organised and self-driven, with the ability to prioritise a large caseload and meet deadlines.

- Able to work independently in the field and collaboratively across Finance, Sales, Operations and Technical teams.
- Commercially aware and committed to responsible lending and fair customer treatment.

7. Authority and Accountability

The Officer may recommend credit decisions, payment arrangements, escalation, repossession and legal action, but may not approve credit outside delegated limits, waive balances, alter contractual terms, seize property, instruct external agents or commence legal action without the required written authorisation. All cash and payment handling must follow Wala's approved controls and receipting procedures.

8. How to Apply

Qualified candidates should submit the following:

1. A concise cover letter explaining their suitability for the role and relevant recoveries experience.
2. An updated curriculum vitae, including contact details for three professional referees.
3. Copies of relevant academic and professional qualifications.

Applications should be emailed to hr@walacleanenergy.com with the subject line “Application: Credit & Recoveries Officer” no later than 05 October 2026. Only shortlisted candidates will be contacted.

Equal opportunity and safeguarding

Wala is an equal-opportunity employer. Qualified women and persons from diverse backgrounds are encouraged to apply. Appointment will be subject to satisfactory reference and background checks. Wala does not charge any fee at any stage of recruitment.