

WE'RE HIRING

Debt Collection Agents

Field & Tele-Collections

Now Hiring

Location: Nairobi

Full-time

Performance-based

ABOUT THE ROLE

Pace Debt Management is a fast-growing, results-driven debt recovery firm delivering ethical, professional, and high-performance collection solutions to financial institutions and businesses across Kenya. As we scale operations, we are seeking disciplined, resilient, and target-oriented Debt Collection Agents to join our expanding team.

The ideal candidates will manage assigned portfolios through a combination of tele-collections and field recovery, ensuring efficient resolution of outstanding debts while upholding the company's compliance and customer engagement standards.

● Key Responsibilities

- Execute outbound calls to debtors to negotiate and secure repayments
- Conduct field visits for tracing, verification, and recovery of delinquent accounts
- Achieve assigned recovery targets and portfolio performance metrics
- Negotiate structured repayment plans and settlements within approved frameworks
- Follow up on assigned accounts to ensure timely resolution
- Maintain accurate records of collection activities and client interactions
- Escalate complex cases and recommend recovery actions where necessary
- Ensure strict adherence to legal, regulatory, and internal compliance standards

● Minimum Requirements

- Diploma in Business Administration, Credit Management, or a related field
- Prior experience in debt collection, credit control, sales, or customer service (advantage)
- Strong communication, negotiation, and persuasion skills
- Demonstrated ability to meet and exceed performance targets
- High integrity, professionalism, and confidentiality
- Willingness and ability to undertake regular field assignments

● Core Competencies

- Results-driven with a strong recovery mindset
- Resilient under high-pressure engagements
- Strong interpersonal and conflict-resolution skills
- Excellent follow-through and accountability
- Detail-oriented record-keeping and reporting

WHAT WE OFFER

REMUNERATION

Competitive base + performance incentives

GROWTH

Career development in a fast-paced environment

TRAINING

Structured onboarding & ongoing development

EXPOSURE

Diverse financial & MSME portfolios

How to Apply

Qualified and interested candidates should send their **CV**, a brief **cover letter**, and **testimonials** to:

The Managing Director, Pace Debt Management LTD, Nairobi

Email your application

info@pacerecoveries.com
www.pacerecoveries.co.ke