

# Retail Credit Recovery Manager

## Credit Risk Office

Closing date: 6 March 2015

HSBC Bank Bermuda Limited is seeking an experienced Retail Credit Recovery Manager to assist with the management of assets that have been transferred to the Retail Credit Recovery department. The individual will be responsible for planning, managing and execution of collections and recovery strategies, with a view to minimizing credit losses and maximizing recoveries.

### Major responsibilities

- Review, analyze and meet with newly assigned clients to ascertain root causes for delinquency. Obtain the complete financial situation of the clients and other relevant factors
- Discuss, negotiate and derive action plans or proposals to return account to fully performing status, or where not possible, to mitigate credit losses by account restructuring and/or liquidation of collateral
- Pro-actively manage assigned portfolio to reduce losses for the Bank whilst being fair and empathetic to the customer solution
- Co-ordinate and liaise with third-party collection agencies, internal and external legal counsel and other professionals to ensure performance within expectations and established timelines
- Support the delivery and implementation of Global and Regional collections standards and initiatives

### Minimum qualifications

- University degree and/or technical qualification in securities, banking or financial services industry and a minimum of 3 years of strong knowledge of lending principles in residential mortgages and other retail lending
- Strong verbal and written communications, time management and negotiation skills, to be carefully balanced with an understanding of business priorities
- Proficient in the use of personal computers, Microsoft Office software and relevant databases

Interested applicants are invited to apply by sending your résumé and cover letter to:

**Email:**  
recruitment.dept@hsbc.bm

**Fax:** 299 6524

Post Recruitment Department,  
Human Resources, HSBC  
Bank Bermuda Limited, 37  
Front Street, Hamilton HM 11

Application forms are available in all HSBC branches and at [www.hsbc.bm](http://www.hsbc.bm). All enquiries will be held in strict confidence.

