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Job Description



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LOANS OFFICER

Job Description

Job Title: Loans Officer

Post Number:

Job Level/Grade: FMG/AT 3

Department: The Accountant General's Department – A Department of the Ministry of Finance and the Public Service

Reports to: Senior Loans Officer

Direct Reports: N/A

This Job Description has been approved by the Accountant General and will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. It is validated as an accurate and true description of the job as signified below:

Accountant General

Date

Date received in Human Resource Unit

Date created/revised

1. STRATEGIC OBJECTIVES

The Financial Resources division is responsible for the administering and reporting on the financial resources of the Government. It is responsible for the establishment and maintenance of an effective system of cash management to ensure the availability of cash for effective budget execution. The Division is also responsible for the projection of debt service obligations; timely and efficient disbursement of Public loan in keeping with best practice; management of Treasury Deposits, and the monitoring of balances maintained from time to time to ensure funds availability and the best returns on investments.

This division operates on the authority of the FAA Act, Section 114 of the Jamaican Constitution, the Public Debt Act, the various Trust and Chancery Fund Acts and various other enactments.

2. JOB PURPOSE

The Loans Officer is responsible for the processing of all assigned loans as well as the monitoring of repayments, and the production of the relevant reports and statements.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To process and disburse approved loans;
- To ensure that repayments of all loans commence in accordance with loan agreements;
- To maintain accurate records of all assigned loans and repayments;
- To prepare statements of accounts for loans upon the request of Loanees;
- To report any delinquent loans to the Delinquency Officer.

3. KEY OUTPUT

- Loan payments processed and disbursed;
- Accurate record of loans and repayments maintained;
- Statements of accounts prepared as requested;
- Filing of all receipts received from cashiers;
- Customers provided with required information on loan facilities;
- Quality service provided to customers;
- Delinquent accounts identified and reported;
- Monthly reports.

4. KEY RESPONSIBILITIES AND TASKS

- Maintains ledger accounts for all Loanees;
- Processes all new loans;
- Interfaces with customers to ensure that loans are disbursed in a timely manner;
- Updates files with the requisite documents;
- Prepares payment vouchers for all new loans, refunds, transfers etc. using the relevant system;
- Dispatches Salary Deductions and Amortization Schedules to the customer and relevant MDAs;
- Updates loan accounts daily, according to remittances from MDAs;
- Coordinates and prepares monthly loans accounts statement for submission to the MoFPS and the relevant MDAs;
- Interfaces with various MDAs regarding matters relating to loan remittance, including arrears;
- Prepares stop orders and other relevant documents upon the closing of an account for submission to the customer and the relevant MDAs;
- Checks for delinquent accounts and forwards documentation as necessary to the Delinquency Officer for action;
- Provides MDAs with information on existing or ex-employees' indebtedness;
- Provides the Department's Pensions Unit with information on retirees' and contract officers' indebtedness;
- Provides general information on matters relating to loan portfolios.

Any Other Duties

- Any other related duty that may be assigned from time to time.

5. KEY PERFORMANCE INDICATORS

The job is successfully performed when:

- Payments are processed in a timely manner;
- Accurate preparation of payment vouchers for new loans;
- Ledger accounts for all Loanees are maintained within the stipulated loan controls;
- Loan records are accurately maintained;
- Receipts are filed as stipulated;
- Statements of Accounts are submitted within agreed timeframe;
- Accurate and timely information provided to customers in accordance with the access to Information Act;
- Quality service provided to customers in compliance with Customer Service Charter;
- Delinquent accounts are identified and reported in a timely manner;
- Monthly reports meet required standards and are produced within the agreed timeframe.

6. REQUIREMENTS FOR THIS JOB:

a. Minimum Qualification and Training

- AAT Level 3; ACCA-CAT Level C/Level 3; ACCA Level 1; NVQJ Level 3, Accounting; Diploma in Accounting from an accredited University or Community College; ASc. Degree in Business Studies/Business Administration from an accredited tertiary Institution; ASc. Degree in Accounting, MIND; Diploma in Government Accounting, MIND, Government Accounting Levels 1, 2 & 3; BSc. Degree in Accounting or Management Studies with Accounting; BBA Degree; or Successful completion of 3 years of any of the Bachelor's Degree programmes mentioned above.

a. Essential Experience and Knowledge:

- At least three (3) years working in the field of Accounting;
- Comprehensive knowledge of Government Accounting procedures;
- Working knowledge of relevant computer system and applications;
- Good knowledge of Staff Order and the FAA Act.

Desirable:

- Public sector experience;
- Knowledge of public treasury operations

b. Competencies

The incumbent is a public servant who represents the Government at all times; and supports the AGD team, in realizing the goals and objectives of the Department, in a highly dynamic environment. The following competencies are required for the effective performance of this job:

- **Accuracy and attention to detail**
- **Managing the Customer Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service.
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.

- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change - understanding and appreciating the need for changes to be made in the organisation or in job requirements.
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Unit in a consistent, effective and efficient manner.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one- on- ones face- to- face, with excellent public speaking skills.
- Ability to work effectively under pressure.
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment.

7. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical Demands – Required to meet numerous critical deadlines from time to time

Work Environment - Normal office conditions

Travel – N/A

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Name of Employee

Signature of Employee

Date

Name of Supervisor

Signature of Supervisor

Date