



## LIMBA - POSITION DESCRIPTION

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**POSITION TITLE:** Lending Services & Admin Officer  
**REPORTS TO:** Credit Risk Manager  
**LOCATION :** Head Office

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### PRIMARY OBJECTIVE

The role is primarily responsible for the provision of administrative support to the Lending Specialist team and ensure our clients' loan application process is managed from lodgement to settlement.

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### POSITION RESPONSIBILITIES

- Action:
  - Preparation of client loan documents
  - Provide excellent service and support for customer inquiries
  - Inbound Reception & email management
  - Support to Credit Analysts in follow up of outstanding client documentation
  - Missed Payment follow up as per business procedures
  - Timely collection and distribution of physical mail
  - Assist Limba credit & sales teams with general administration tasks as required
  - Accurate record keeping of all client communications within the Limba CRM
- Identify and Raise:
  - Opportunities for new business growth and development
  - Management Systems improvements
  - Operational and Performance improvements for all products and procedures
  - Any Training & Development requirements to assist in the performance of your role
- Adherence to Compliance and Regulatory requirements:
  - Ensure Accuracy of Communications & Data supplied to Clients
  - Meet all Regulatory Requirements
  - Meet all Licencing Requirements (if applicable)
  - Meet all Company Compliance Requirements



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## COMPETENCIES

- Exceptional customer service skills
  - Proven experience in business or consumer loan application and settlement process
  - Strong operational and organisational skills
  - Exceptional verbal and written communication skills
  - Attention to detail and effective Time Management skills
  - Initiative and self-starter
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## MEASUREMENTS

- Performance to KPIs as set through the formal review process.
- Contribute to the broader business.
- Compliance with government regulation and business requirements.

KPI	Measure	Weighting
<b>Customer</b> – Genuine, Flexible, Responsive, Personable, Empathetic & Professional	1. Quality Client interactions 2. 90% Positive Client Reviews (Trustpilot) 3. Requests acknowledged in 2 Business Hour	
<b>Shareholder</b> – Profitable, Return on Investment, Data Accuracy, & Credit Control	1. Lift percentage of repeat borrowers 2. Target less than 10% Payment Rejection rate	
<b>Employee</b> – Values, Personal Development, Engagement & Compliance	1. Live the Company Values 2. Strict adherence to Company HR Policy 3. Ensure Compliance requirements met	
<b>Community</b> – Business Development, Social Media, Brand, Marketing & Broker Industry	1. Promote Brand Internally & Externally	

## Acknowledgement

Employee Signature

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Employee Name

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Date

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Managers Signature

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Managers Name

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Date

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