



## Eswatini National Provident Fund

Lidlelantfongeni Building  
Coner Ngwane & Martin  
Streets, Manzini.  
Tel: +268 2508 2000  
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Email: info@enpf.co.sz  
Website: www.enpf.co.sz

P.O.Box 1857  
Manzini  
M200  
Eswatini

*Lidlelantfongeni*

**Your Future, Your Life**

### EXTERNAL JOB POSTING

<b>JOB TITLE</b>	Rental Collection Officer
<b>DEPARTMENT</b>	Business Development and Finance
<b>UNIT</b>	Property
<b>REPORTING LINE</b>	Facilities Manager
<b>POSTING DATE</b>	27 <sup>th</sup> of May 2024
<b>CLOSING DATE</b>	07 <sup>th</sup> of June 2024

#### MAIN PURPOSE

To maximize revenue collection by closely monitoring rent due and collecting rent arrears in accordance with ENPF Financial policy and procedures, ensure excellent services are provided to both residential and commercial tenants.

#### Essential Functions of the Position Include, but Are Not limited to, the Following:

- Rental collection
- Prepare and issue out letters of demand or reminder to all overdue accounts.
- Provide an accurate, effective, and appropriate response to tenants' enquiries about their rent accounts.
- Work with delinquent accounts and facilitate the collection of pending arrears.
- Monitor rent arrears and initiate recovery actions.
- Proactively negotiate repayment plans with tenants in arrears.
- Handle all queries related to rent payments promptly and efficiently.
- Prepare eviction reports and forward them to the Leasing Officer to ensure the successful repossession of tenants' properties.
- Adhere to the Country's Privacy Laws (Data Protection Act) and other Functional Legislations.
- Maintain accurate records (electronic and hard copies) of all payment plans, rent arrears information, amounts paid, communications.
- Produce statistics, age analysis report, weekly arrears status. Compile regular progress reports and statements.
- Perform any other duties as required to support the mission of the department and the Fund as a whole.

#### EDUCATION AND/OR QUALIFICATIONS

- A BCom in Accounting or Relevant Equivalent Qualification.
- A qualification or experience in Real Estate Management or Certification in debt collection Studies will be an added advantage.
- Exposure to an Enterprise Resource Planning System (ERP).
- A full clean light duty driver's licence and full use of a car is essential.

#### EXPERIENCE AND KNOWLEDGE





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- 4 years proven experience in debt collection.
- Good report writing and presentation skills.
- Excellent communication and negotiation skills with the ability to remain professional and composed in challenging situations.
- Knowledge of relevant laws and regulations governing debt collection practices and Data Privacy.
- Proficient in MS Office (Excel, Word, etc.).
- Ability to produce rental income analytics.

Interested applicants should submit their cover letters, comprehensive curriculum vitae, certified copies of academic certificates to [recruitment@enpf.co.sz](mailto:recruitment@enpf.co.sz). Only emailed applications will be accepted.

The advert will also be available at <https://enpf.co.sz/vacancies/>.

Only shortlisted candidates will be contacted.

