

JOB DESCRIPTION & SPECIFICATION

JOB TITLE:	SME Credit Risk Manager
DEPARTMENT:	Credit Risk Management Head Office, Kingston, Jamaica
SECTION/UNIT:	
REPORTS DIRECTLY TO:	Senior Manager – Credit Risk Management
IMMEDIATE REPORTEES:	N/A
SCOPE OF JOB:	Responsible for the development and maintenance of a high quality SME and retail credit portfolio with main focus being on SME business segment. The SME Credit Risk Manager will have main responsibility for the approval of SME and small corporate loans based on delegated authority and as required approval of retail credits. Responsibilities also include implementation of credit risk management policies and establishment of processes and procedures to ensure adherence. The incumbent will be responsible for providing specific coaching activities around underwriting principles.

MAIN DUTIES & RESPONSIBILITIES:

1. Evaluate and authorize consumer SME and small corporate credit applications within delegated authority to ensure that extension of credit facilities are within applicable limits and in accordance with JMMB's Credit Risk Management guideline.
2. Evaluate and authorize retail applications within delegated authority to ensure that extension of credit facilities are within applicable limits and in accordance with JMMB's Credit Risk Management policies/guidelines.
3. Analyze financial statements to determine suitability of credit risks in potential Borrowers before approval within delegated authority and within the service level agreements.
4. Review and authorize credit proposals assessed and recommended by the Retail Credit Risk Managers within delegated authority and agreed turnaround times.

5. Conducts evaluation of credit facilities that exceed delegated authority and makes recommendations to the Corporate Credit Risk Manager, Senior Manager, Credit Risk Management and/or the General Manager – Credit Risk Management for approval.
6. Deliver high quality credit risk decisions within the service level agreements.
7. Manage post approval requests for disbursements and changes in security or conditions and approve/decline within delegated authority.
8. As part of the evaluation of credit applications, conduct enhanced due diligence/investigations when warranted to prevent/reduce losses to the Bank due to persons attempting to access financing via fraudulent means.
9. Identifies weaknesses in credit applications submitted by Banking Officers and provides coaching/guidance to improve the quality of credit submissions.
10. Development of a structured, formal and on-going training programme for Banking Officers in identified areas of weaknesses.
11. Recommends to the Management Credit Committee via the General Manager – Credit Risk Management changes to existing policy or procedures that will reduce credit risk, improve service delivery or increase market competitiveness.
12. Assesses the SME banking portfolios and alerts General Manager – Credit Risk Management to adverse trends for corrective action.
13. Preparation of management reports on a monthly basis or as otherwise requested by the General Manager – Credit Risk Management and/or the Management Credit Committee.
14. Preparation of monthly and/or quarterly reports for inclusion in the General Manager's monthly report to the MCC.

EDUCATION, TRAINING & WORK EXPERIENCE REQUIRED:

- First Degree in Banking, Finance, Accounting or Business Administration
- Minimum of five (5) years experience in SME and Retail Credit within the Financial sector with particular focus on SME Credit
- Sound knowledge of and proven experience in Consumer and SME lending
- Proven track record in managing a credit portfolio and sound knowledge of security requirements for loans
- Strong communication skills and proven ability to deliver excellent client care
- Strong analytical skills
- Strong persuasion and negotiation skills to structure and negotiate credit offerings with clients
- Proven abilities to give sound financial advice and prudently grow loan portfolio
- Excellent knowledge of the financial sector laws, regulations, ethics and professional jargon

- Licensed by the Financial Services Commission or a suitable candidate for licensing.
- Thorough knowledge of retail and SME lending and deposit products in the market.

AUTHORITY TO:

- To unilaterally approve retail, consumer SME and small corporate loans within delegated authority and up to Risk Rating of R4.
- To recommend retail, consumer SME and small corporate loans that exceed delegated authority and up to Risk Rating of R4 to the Corporate Credit Risk Manager, Senior Manager – Credit Risk Management or the General Manager – Credit Risk Management for approval or for escalation to the Management Credit Committee (MCC).
- To make recommendations to the MCC via the General Manager – Credit Risk Management for changes in the policy or procedures for retail, consumer SME and small corporate credits.
- To liaise with other related departments such as Credit Administration, Finance & Accounts, Operations, Settlement, Branches on all matters affecting SME portfolios with a view to ensuring a smooth flow of operations.
- To recommend the addition of new credit products and services and the withdrawal, discontinuation or suspension
- To generate management reports, as requested for presentation to the MCC or BCC.

LIAISES WITH:

External and **Internal** contacts absolutely essential for carrying out the duties of this position. (*e.g. CONTACT – Country – SME Relationship Specialist; GM – CCBU, Branch Manager, Branch Operations Manager, officers of Operations and Securities; Development Bank of Jamaica; FREQUENCY - daily/on-going; ; HOW – via telephone*).

EXTERNALLY	FREQUENCY & HOW	REASON
Credit Bureaus	Occasionally. By Telephone	To clarify information in credit reports.
Other Lending Institutions eg: Banks, Mortgage Lenders, Retailers who offer credit	As needed. By Telephone	To discuss current rates and product features. To ascertain position within the market To verify information submitted by applicants

Accountants	As needed. By Telephone	To assist small, medium commercial entities and self-employed persons in the preparation of business projections and accounting
Attorneys, Motor Vehicle Dealers etc.	As needed. By Telephone	To verify/ discuss letter of undertaking, monitor post approval process.
Professionals e.g. Land Surveyors, Real Estate Valuations and Accountants	As needed. By telephone or email	For clarification on matters in their various report

INTERNALLY	FREQUENCY & HOW	REASON
Country – SME Relationship Specialist, Banking Officers, Branch Managers, Any Originators of Retail and SME Lending (CRO's, Admin CRO's, FA's, PPM)	Daily. By Telephone or In Person	<p>To clarify understanding, provide guidance and advice for dealing with prospective credit applications</p> <p>To provide support in determining feasibility of potential applications</p> <p>To agree joint visits to clients or prospective clients</p> <p>To check on status of applications</p>
Credit Administration	As needed	To discuss and monitor collateral relating to credit applications and monitor post approval process

WORKING CONDITIONS:

List both the positive and negative working conditions associated with this job (*e.g. PHYSICAL - office environment, exposure to dust; SPECIAL - frequent travel, being on 24-hour call, numerous critical deadlines*).

PHYSICAL	FREQUENCY	% OF TIME
Normal office environment.	Daily	100%