



Arrears Support Unit Relationship Manager (ASU)

About Pepper Ireland:

Pepper Ireland is a leading asset manager and provider of third-party loan and advisory services. Established in September 2012, the company has operations in Dublin and Shannon, employing over 400 people.

Pepper has over €20 billion of loan and commercial real estate assets under management. These are comprised of commercial real estate portfolios and residential mortgages, as well as personal, small, and medium enterprise (SME) and auto loans.

Pepper in Ireland is part of the Pepper Group, a diversified, global financial services business. Pepper Group focuses on three key disciplines across the residential and commercial property sectors: Lending, Advisory and Asset Management. Pepper Group is headquartered in Australia, where it has been operating since 2001.

About this Role: The purpose of the Relationship Manager Arrears Support Unit is to manage the relationship with a portfolio of borrower's accounts to identify borrowers in difficulty, establish the reason for the borrower's arrears and work with borrowers to find a solution to their arrears situation. The Relationship Manager Arrears Support Unit will also have business targets to achieve and will ensure that their role is achieved in the context of controlled policies and procedures while providing exceptional customer service and minimising risk.

Location: Shannon

Key Responsibilities

- ▶ **Financial targets**
 - To generate revenue from a portfolio of accounts in line with monthly targets
- ▶ **Customer service**
 - To communicate with customers in a clear and concise manner
 - To meet with Borrowers as required
 - Adhere to service plan including rotas and call targets
 - Record expressions of dissatisfaction and customer complaints on the relevant customer complaints system
- ▶ **Risk Management through Compliance**
 - To conduct all tasks in a manner compliant with all policies, procedures, and legislative requirements.
 - Ensure all accounts are reviewed and managed in line with Company procedures.
 - Ensure all accounts are escalated as appropriate without unnecessary delay.

Education & Qualifications

- ▶ Leaving Certificate or equivalent (Essential)
- ▶ Accredited Product Adviser (Desirable)
- ▶ Qualified Financial Adviser (Desirable)

Pepper Asset Servicing, 4th Floor, Two Park Place, Upper Hatch Street, Dublin 2

www.peppergroup.ie

Pepper Finance Corporation (Ireland) DAC trading as Pepper Money and Pepper Asset Servicing is regulated by the Central Bank of Ireland.
Registered Office: 4th Floor, Two Park Place, Upper Hatch Street, Dublin 2. Registered in Dublin, Ireland (no. 34927) as a designated activity company limited by shares.
Directors: C. Ryan, I. Wigglesworth, F. Gemmill (NZ), A. Hastings (UK), K. Desmond.

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Technical Competencies

- ▶ Collections – *Level 1*
- ▶ IT Knowledge – General Use - *Level 1*
- ▶ Legal & Compliance – *Level 1*

Interpersonal & Behavioural Competencies

- ▶ Communication skills – Interpersonal and Written – *Level 1*
- ▶ Customer Service and Commercial Awareness – *Level 1*
- ▶ Influencing/Persuasion and Negotiation skills – *Level 2*
- ▶ Judgment & Decision-Making – *Level 1*
- ▶ Organizational Skills – *Level 2*
- ▶ Team Working – *Level 2*

Pepper is an equal opportunities employer

For more information or to apply email recruitment@peppergroup.ie

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