



Tertiary **Scholarships**  
& **Loans** Service  
Empowering Fiji's Future

+679 892 1240   mytsls@tsls.com.fj   www.tsls.com.fj   Unit 36-37, Level 1, Garden City Complex, Raiwai

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## JOB DESCRIPTION - BOND MONITORING AND RECOVERY OFFICER

### IDENTIFICATION

**Position Title:** Bond Monitoring and Recovery Officer

**Position Number:** TSLS 09

**Reports to:** Head of Finance and Corporate Services

**Location:** Suva

**Category:** Staff

**Supervised by:** Team Leader Travel and Bond Clearance and Recoveries

### ORGANIZATION CONTEXT

The Tertiary Scholarships and Loans Service (TSLS) is a Statutory Institution established under the Tertiary Scholarship and Loans Act 2014 ("the Act") to administer and implement Government funded scholarship, study loan and grant schemes. TSLS is responsible for ensuring transparent and accountable management of Government funding. In doing this, TSLS focuses on achieving demand led human capital development outcomes for Fiji.

### POSITION CONTEXT

The Bond Monitoring and Recovery Officer is a newly established position to assist in providing daily services to students and graduates for Repayment in Lieu of Bond Service. The position will be part of Finance and Corporate Services and will provide support through the Team Leader Bond Recovery and Enforcement in managing all functions related to Bond Repayment and Enforcement.

The Bond Monitoring and Recovery Officer will primarily be engaged in providing face to face customer service along with providing account statements, bond assessment, collection in lieu of bond service and updating of student account statements. The position will also work in close collaboration with the Manager Legal to initiate legal proceedings for bond recovery including filing a lawsuit.

The position will ensure that sufficient support is provided to the students and graduates on their concerns and queries with respect to Bond Recovery and Enforcement.

The Bond Monitoring and Recovery Officer will support the Team Leader Travel and Bond Clearance in carrying out the travel and bond clearance functions in a timely manner.

## **KEY ACCOUNTABILITIES – BOND RECOVERY AND MONITORING OFFICER**

- General Responsibility to the Head of Finance and Corporate Services for efficient Management of Bond Recovery and Enforcement Function
- Creating a service environment aimed at improving and providing excellent customer services for Bond Recovery and Enforcement.
- Receiving and attending to customers for their queries and concerns on matters relating to Bond Repayments and account statements.
- Preparing Student Statements by verifying the Invoices and Allowances deposited during the student's Sponsorship.
- Updating of students' payment transactions on TSLS Statement Portal.
- Verifying the students' details on TSLS Statement Portal.
- Liaising with the external stakeholders [Universities, Bank and Vodafone] with regards to students' transaction history.
- Assist enforcing Recovery Action from Students who do not provide the required bond service to country.
- Assist in enforcing Recovery Action from Students who default on their payment arrangements.
- Assist in enforcing recovery action from students residing abroad.
- Liaise with students/graduates to develop a manageable repayment plan that ensures debts are recovered efficiently.
- Assist in maintaining detailed records of all communications, payments, and recovery progress for student/graduate account.
- Regularly monitor payment arrangements to ensure compliance and follow up as necessary.
- Assist in Identifying high-risk students/ graduates and recommend strategies to minimize potential losses.
- Updating of students' payment transactions on TSLS Statement Portal.
- Upload of Student Transactions on TSLS Statement Portal.
- Issuing of Updated Statement to Students on Total Loan/Bond Amount.
- Posting of the repayments on the TSLS Statement Portal.
- Reconciliation of funds received in bank account for repayments with individual students account.
- Assist in initiating Legal Action against Absconders or graduates who are on payment arrangement and are continuously defaulting.
- Issuing Statement to Students on Total Loan/Bond Amount.
- Calling and Emailing students to initiate recovery from defaulters who are on Payment Arrangements.
- Calling, Emailing and visiting Guarantors of students to initiate recovery in case of defaults on Payment Arrangements.
- Liaising with Employers on getting deduction authority signed for repayments for students paying on Study loan.
- Assisting in updating Student Account statement by posting the repayments on the TSLS Statement Portal.
- Provide Bond Service Assessment to Students and Graduates.
- Provide Assessment for Repayment in Lieu of Bond Service to Students and Graduates.
- Answering phone calls for students queries on the statement.
- Responding to queries and concerns received through email within the specified time.
- Responding to queries and concerns received through phone calls.
- Performs related duties as assigned.

## QUALIFICATION

- Diploma in Commerce or related field.

## EXPERIENCE

- 1 - 2 years of experience, preferably in recovery or customer services field.

## ATTRIBUTES

- Communicate effectively orally and in writing.
- Establish cooperative working relationships with persons contacted in the course of performing assigned duties.
- Proven experience and working knowledge of Microsoft Word, Excel, and PowerPoint

## RENUMERATION

- **Salary Band:** 1
- **Salary Range:** \$17,475.00 - \$26,213.00

## AGREEMENT

Signatures by Supervisor and the Bond Recovery and Monitoring Officer imply the terms and conditions of employment contained herein are accepted, and the document forms a valid employment contract.

Supervisor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness Name: \_\_\_\_\_

Witness Signature: \_\_\_\_\_