

We're Hiring



Debt Collections Agent

Bitventure is a leading provider of verification, authentication, and data-driven solutions across South Africa. Our technology empowers businesses to onboard customers securely, prevent fraud, and scale confidently.

We are looking for a **Debt Collections Agent** to join our Recoveries team. This role is responsible for engaging with clients on overdue accounts, negotiating repayment solutions, and ensuring ethical, compliant collections while maintaining strong client relationships.

What You'll Drive

- Contact clients via calls, email, and messaging to recover outstanding debt
- Negotiate repayment plans and settlements effectively
- Provide clear guidance on balances, payment options, and next steps
- Maintain accurate records in CRM and debt management systems
- Track repayment commitments and follow up on missed payments
- Meet daily, weekly, and monthly recovery targets
- Ensure compliance with the National Credit Act and internal policies
- Escalate complex or high-risk cases when required
- Collaborate with internal teams to improve recovery performance

What We're Looking For

- 2–4 years' experience in debt collection or recoveries
- Experience in financial services, fintech, or insurance
- Diploma or certificate in Finance, Business Administration, or related field
- Strong negotiation and communication skills
- Ability to manage difficult conversations professionally
- Good understanding of collections processes and regulations
- Detail-oriented with strong admin and organisational skills
- Target-driven mindset with a proven ability to meet or exceed KPIs
- High level of resilience and ability to perform under pressure

Apply today: Send your CV and qualifications to careers@bitventure.co.za

Location: South Africa | Industry: Industry: Fintech | Job Level: Junior–Mid Level
|Permanent | Full-Time