WE'RE HIRING!

Loan Support Officer I

Education Loan Authority

Position	Loan Support Officer I
Department	Loans
Employment Type	Full Time
Location	Education Loan Authority
Application Deadline	15th December 2026

About the Role

The Education Loan Authority invites applications for a detail-oriented Loan Support Officer I. Reporting to the Loan Manager, you will support loan administration, assist applicants and borrowers, maintain accurate records, and contribute to the department's collection targets while protecting confidential information.

What You'll Do

- Liaise with clients on loan support matters and assist with loan inquiries.
- Locate and follow up with borrowers whose loans are in default; work towards daily, weekly, and monthly department collection targets.
- Check applications and follow up on missing documents.
- Explain application requirements and provide routine status updates.
- Maintain physical and electronic files and accurately update loan systems.
- Protect confidential information and refer complaints, discrepancies, and approval requests to the Loan Manager.

What We're Looking For

- High school diploma or equivalent, competence in English and mathematics, and three years of relevant work experience.
- Administrative, customer service, banking, or loan-processing experience preferred.
- Working knowledge of Microsoft Word, Excel, email, and electronic filing.
- Strong attention to detail, numeracy, organization, and follow-through.
- Clear communication and courteous, professional customer service.
- Integrity, discretion, and ability to follow procedures and work cooperatively.

To Apply: Interested applicants should email a résumé, a copy of police record, and two references to:

Attention: Education Loan Authority
careers@elabahamas.com

Application Deadline: 15th December, 2026 - *Only qualified applicants will be contacted.*