

# ACCOUNT CONTROLLER POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Account Controller/Debt Collector	
<b>LOCATION:</b>	Head Office - 8 Station St Mitcham	
<b>POSITION TYPE:</b>	12 month Fixed Term - Full Time/Part Time	
<b>EMPLOYMENT HOURS:</b>	<b>Full time</b>	<b>Part time</b>
	Monday – Thursday 8.45am to 5pm Friday – 8.45am to 4.15pm	4 - 5 days per week 9.00am – 3.00pm
<b>SALARY</b>	Commensurate with experience	
<b>BREAKS:</b>	30 minutes each day from 1:00pm	
<b>REPORT TO:</b>	Team Leader/Managers	
<b>DRESS CODE:</b>	Professional Business attire	
<b>LEAVE ENTITLEMENTS:</b>	Annual leave of 4 weeks per annum	
	Personal leave of 10 days per annum	
	Pro rata for part time employees	
<b>PERFORMANCE REVIEWS:</b>	Quarterly development discussions	
<b>HR CONTACT:</b>	Nicole Sargeant – HR Business Partner (03) 9872 7254	
<b>PROBATIONARY PERIOD</b>	Employees commence on a three (3) month Probationary Period.	
	Prushka has the right to extend the Probationary Period for a period of no longer than (3) months.	
<b>INDUCTION AND TRAINING</b>	We are seeking applicants who have had a successful and stable work history, have good interpersonal skills, an ability to communicate with people at all levels and a desire to learn and develop.	
	The induction program will provide a comprehensive orientation to Prushka, its culture, processes and systems and then there will be on-going training and development provided within the Team.	
<b>SUPPORT</b>	All successful applicants will be mentored and encouraged to ask questions. You will be provided ongoing support from your Team Leader and Managers together with guidance and assistance from various other departments within the company such as HR, Accounts & our specialist Law Firm – Mendelsons Lawyers.	
<b>COLLECTIONS</b>	Predominantly the position involves telephone account collections although some areas of collections may see some associated administrative tasks such as reporting to clients and would be ideally suited to applicants who enjoy the challenge of communicating with people by telephone and building relationships with existing and new clients.	

## JOB DESCRIPTION

- Carry out telephone collections in the name of Mendelsons Lawyers for a range of Prushka clients who you will be accountable to, in furtherance to this you will:
- Adhere to the Prushka collection system;
- Achieve daily/monthly targets;
- Provide excellent Customer Service to existing clients;
- Promote Prushka products and services to existing clients;
- Work strictly within the Privacy Act and Debt collection guidelines & LSC guidelines;
- Work through internal diary/queuing system;
- Work through internal and external databases;
- Update of internal database;
- Order letters/emails on internal system;
- Review outgoing mail;
- Send emails;
- Locate debtors using internal and external databases;
- Prepare files for legal action prior to post judgment stage;
- Recoveries on files prior to post judgment stage;
- Liaise with clients and debtors via telephone and email;
- Enter notes of conversation with clients and debtors on database;
- Maintain hard copy filing system (where necessary);
- Liaise with other departments within the company structure from time to time;
- General administrative tasks including faxing and photocopying;
- Maintain a clean and healthy work environment.

## SKILLS & ATTRIBUTES REQUIRED

- Experience in an office environment or a steady and successful work history;
- Intermediate Word and Outlook;
- Clear and concise phone manner;
- Ability to relate to people at all levels;
- Able to convey information effectively;
- Excellent communication skills;
- Strong literacy and numeracy skills;
- Able to manage one's own time effectively;
- Able to spend approx. 6 to 7 hours per day in a seated position;
- Able to spend considerable part of the day working on a computer/telephone;
- Minimum keystroke speed of 30-40 strokes per minute with over 90% accuracy;
- Ability to concentrate on a task over a prolonged period of time without being distracted;
- Desire to work toward targets and continually striving for successful outcomes;
- A creative mind which is interested in learning new procedures and techniques and a willingness to participate in developing the Prushka system;

## ABOUT US

- Ability to function as part of a team;
  - Willingness to work strictly according to the Prushka and Mendelsons Collection system and workflows;
  - Strong negotiation skills;
  - A professional work ethic;
  - Capacity to work with minimal supervision;
  - A flexible attitude toward change.
- **Established in 1976, Prushka Fast Debt Recovery collects debts for more businesses than any other agency in Australia.**
  - **Pioneering the 'No Recovery – No Charge' service, Prushka provides quick and easy debt collection solutions.**
  - **We have developed a reputation of quality and client satisfaction through providing a performance based service.**
  - **Mendelsons National Debt Collection Lawyers are Prushka's fully integrated law firm. Mendelsons handle debt collection claims throughout all jurisdictions within Australia.**