

COLLECTIONS CONSULTANT POSITION DESCRIPTION

POSITION TITLE:	Collections Consultant
LOCATION:	Head Office - 1 Station Street, Mitcham
REMOTE (Work from Home)	Flexibility to work from home and the office may be available to those who meet the work from home criteria and is also subject to employer discretion.
POSITION TYPE:	12 month Fixed Term - Full Time Potential opportunity for on-going and/or permanent at the expiration of initial Fixed Term
EMPLOYMENT HOURS:	Full time Monday – Thursday 8.45am to 5.00pm Friday – 8.45am to 4.15pm
SALARY	Commensurate with experience
BREAKS:	Lunch break - 30 minutes each day Tea breaks - 2 x 10 minute tea breaks
REPORT TO:	Team Leader/Managers
DRESS CODE:	Professional Business attire
LEAVE ENTITLEMENTS:	Annual leave of 4 weeks per annum Personal leave of 10 days per annum
PERFORMANCE REVIEWS:	Quarterly development discussions
HR CONTACT:	Julie Mackey – General Manager (03) 9872 7206
PROBATIONARY PERIOD	Employees commence on a three (3) month probationary period. Prushka/Mendelsons has the right to extend the probationary period for a period of no longer than (3) months.
INDUCTION AND TRAINING	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 from within the Team.
SUPPORT	All successful applicants will be mentored and encouraged to ask questions. You will be provided ongoing support from your Leadership Team together with guidance and assistance from various other departments within the company such as HR, Accounts & our specialist Law Firm – Mendelsons Lawyers.
COLLECTIONS	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

	<p>suitable to applicants who enjoy the challenge of communicating with people by telephone and building relationships with existing and new clients.</p>
<p>JOB DESCRIPTION</p>	<ul style="list-style-type: none"> • Making inbound and outbound calls to individuals to negotiate payment of outstanding accounts on behalf of our clients; • Following our collection procedures flowcharts/guidelines; • Working strictly within the Privacy Act and Debt collection guidelines & LSB guidelines; • Providing professional, accurate and timely responses to enquiries; • Managing and resolving account discrepancies/disputes; • Documenting all information pertaining to customer interactions on our internal data-base; • Working through internal diary/queuing system; • Reviewing, action and sending of mail / emails; • Meeting department monthly targets; • Where required, preparing files for legal action prior to judgment stage; • Promoting Prushka/Mendelsons products and services to new and existing clients; • Maintaining hard copy filing system (where necessary); • Liaising with other departments within the company structure from time to time; • General administrative tasks including faxing and photocopying; • Maintaining a clean and healthy work environment.
<p>SKILLS & ATTRIBUTES REQUIRED</p>	<ul style="list-style-type: none"> • Previous collections or call centre experience preferred; • Excellent communication and negotiation skills; • Strong problem solving skills; • Ability and willingness to adjust quickly to process and information changes; • Ability to relate to people at all levels; • Strong computer / literacy and numeracy skills; • Minimum keystroke speed of 40-50 strokes per minute with over 90% accuracy; • Self-motivated and capacity to work with minimal supervision; • Able to spend approx. 6 to 7 hours per day in a seated position; • Desire to work toward targets and continually strive toward successful outcomes; • Positive attitude and ability to function as part of a team; • Willingness to take direction from leadership;

<p style="text-align: center;">ABOUT US</p>	<ul style="list-style-type: none"> • A professional work ethic. • 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.
<p style="text-align: center;">HOW TO APPLY</p>	<ul style="list-style-type: none"> • Complete our on-line Application form on our website www.prushka.com.au - under the Careers section. • You must be an Australian permanent resident or citizen. • You must be willing to be subject to a National Police Check and professional reference checks.