

## COLLECTIONS-MELBOURNE POSITION DESCRIPTION

<b>Position Title:</b>	Account Controller/Debt Collector		
<b>Department/Group:</b>	CORPORATE HEALTHCARE TEAM		
<b>Location:</b>	8 Station Street, Mitcham, Victoria.		
<b>Position Type:</b>	Permanent full time	<b>Level/Salary Range:</b>	\$33,590.00 9% superannuation
<b>Employment hours:</b>	Full time Monday – Thursday 8.45am to 5pm      Friday – 8.45am to 4.15pm		
<b>Overtime:</b>	Wednesday night call roster (upon completion of probationary period)		
<b>Report to:</b>	Team Leader/Managers		
<b>Dress code:</b>	<b>Male Team Members:</b> Business suit,	<b>Female Team Members:</b> Business suit,	
<b>Leave Entitlements:</b>	Annual leave of 4 weeks per annum Personal leave of 10 days per annum (Pro-rata for part time)		
<b>Performance Reviews:</b>	Annually – October/November		

### PROBATIONARY PERIOD

Employees commence on a three (3) month Probationary Period as this forms part of the selection process. During the probationary period, either party may terminate without assigning any reason except in the case of gross misconduct at which time summary dismissal will occur. The notice period is one (1) week and we reserve the right to pay one (1) week’s wage in lieu of notice.

Prushka has the right to extend the Probationary Period for a period of no longer than (2) months.

### INDUCTION AND TRAINING

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 Collections Team.

### SUPPORT

All successful applicants will be mentored and encouraged to ask questions.

Within the company, there is an Investigations Team, Field Collectors and a specialist Law firm, each of which is available to provide guidance and assistance.

#### BACKGROUND

Collectors (Account Controllers )come from a variety of backgrounds. Preference will be given to applicants with a sound job history in collections, client/customer service role within a professional environment or from a sales or office background.

Applicants with a background in healthcare may find this position particularly appealing. Other members of the Team have come from a background in nursing, medical reception and medical administration.

#### PRUSHKA CORPORATE HEALTHCARE TEAM

The team handles recovery of accounts for large clients such as pathology providers, hospitals, clinics and radiology and diagnostic practices.

Prushka is the leader in Australia in this segment of the market and has been actively involved in collecting corporate healthcare accounts for over 30 years.

The accounts are referred to Prushka when the patient either fails to pay the provider, after the provider has carried out internal recovery processes or the patient pays only part of the bill, leaving a gap outstanding.

The position involves telephone account collections and is ideally suited for applicants who enjoy the challenge of communicating with people by telephone.

A common reason for healthcare accounts remaining unpaid is that the patient is either unaware that the account is unpaid, has moved and needs to be traced or believes that the account has been paid by his health fund or by Medicare.

#### JOB DESCRIPTION

- Work strictly within the Privacy Act and Debt collection guidelines
- Work within the guidelines of the health and safety Act 2004
- Work through internal diary/queuing system
- Work through internal and external databases
- Update of internal database
- Order letters/emails on internal system
- Locating debtors using internal and external databases
- Entering of notes of conversation with clients and debtors on database
- Achieve daily/monthly targets

- Maintain hard copy filing system
- Liaise with other departments within the company structure
- General administrative tasks including faxing and photocopying
- Maintain a clean and healthy work environment

#### SKILLS & ATTRIBUTES REQUIRED

- Experience within the Sales, Customer Service or related fields or a steady and successful work history
- Intermediate Word and Outlook
- Knowledge of the structure and content of the English language including the spelling of words, rules of composition and grammar
- Clear and concise phone manner
- Ability to relate to persons at all levels
- Able to convey information effectively
- 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 typing speed of 45-55 words 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 to be judged on the results achieved
- A creative mind which is interested in learning new procedures and techniques and a willingness to participate in developing the Prushka system
- Ability to function as part of a team
- Willingness to work strictly according to the Prushka Collection system
- Strong negotiation skills
- A professional attitude
- Capacity to work with minimal supervision

#### ABOUT PRUSHKA

- **PRUSHKA started business in 1976**
- **PRUSHKA** employs approximately 140 people, including the staff from Mendelsons Lawyers, which is fully integrated with Prushka. The company is divided into the following teams:

- **Accounts**
- **Administration**
- **Advanced Collections**
- **National**
- **Commercial**
- **Corporate Health**
- **Electronic Data Processing**
- **Fleet Recoveries**

- **Human Resources**
- **Lawyers**
- **Legal**
- **Pre-Legal**
- **Healthcare**
- **Operations**
- **Client Services**
- **Special Projects**

➤ Investigations	➤ IT – Technical Services
<p>Head Office is situated at No. 8 Station Street, Mitcham and there are branch offices in Adelaide, Ballarat, Brisbane , Cairns, Dubbo, Geelong, Launceston, Newcastle, Sydney, Wagga and Warrnambool</p>	
<p><b>HOW TO APPLY</b></p>	
<p>COMPLETE OUR APPLICATION FORM &amp; ATTACH YOUR RESUME ON-LINE AT  <a href="http://www.prushka.com.au">www.prushka.com.au</a>                  PLEASE NOTE;                  PHOTO ID AND EVIDENCE OF CITIZENSHIP AND VISA STATUS WILL BE REQUIRED AT INTERVIEW STAGE                  CONFIRMATION WILL BE SOUGHT VIA DEPARTMENT OF IMMIGRATION</p>	
<p><b>Fax:</b>                  (03) 9872 4757                  Subject Line: Collections  <b>Attention:</b> Recruitment</p>	<p><b>Mail:</b>                  Attention: Recruitment                  Private Bag 6                  MITCHAM VIC 3132</p>