

SALES/CUSTOMER SERVICE PRE-LEGAL TEAM POSITION DESCRIPTION

| | | | |
|-----------------------------|--|--|------------------------------------|
| Position Title: | Sales and Customer Service Team member | | |
| Department/Group: | PRE-LEGAL TEAM | | |
| Location: | 8 Station Street, Mitcham, Victoria. | | |
| Position Type: | Permanent Part-time | Level/Salary Range: | \$16.02 p/h plus 9% superannuation |
| Employment hours | Monday – Friday 9:00am to 3:00pm | | |
| Breaks: | 30 minutes each day at 1:00pm | | |
| Report to: | Team Leader/Managers | | |
| Dress code: | Male Team Members: Business suit, shirt, tie and dark coloured business shoes | Female Team Members: Business suit, professional office attire | |
| Leave Entitlements: | Annual leave of 4 weeks per annum Personal leave of 10 days per annum (Pro-rata for part time) | | |
| Performance Reviews: | Annually – October/November | | |
| HR Contact: | Kathleen Wilkins (03) 8872 5975 | | |

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 |
|--|
| <p>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.</p> <p>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 Pre-Legal Team.</p> |
| SUPPORT |
| <p>All successful applicants will be mentored and encouraged to ask questions.</p> <p>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.</p> |
| BACKGROUND |
| <p>Our applicants come from a variety of backgrounds. Preference will be given to applicants with a sound job history in a client/customer service role within a professional environment or from a sales or office background.</p> |
| PRUSHKA PRE-LEGAL TEAM |
| <ul style="list-style-type: none"> • The Pre-Legal Team is responsible for liaising with and promoting our in-house legal services and products to our new and existing clients. • Our Law firm are specialists in Australia wide legal actions and enforcements • The team provide advice to our clients on the best possible solutions to recover their outstanding accounts • They have a strong focus on team work, communication and the department has a welcoming and warm atmosphere. |
| JOB DESCRIPTION |
| <ul style="list-style-type: none"> • Adhere to the Prushka collection system • Phone based Sales and Customer Service to new and existing clients • Promotion of Prushka products and services to new and existing clients • Work strictly within the Privacy Act and Debt collection guidelines • Work through internal diary/queuing system • Work through internal and external databases • Update of internal database • Order letters/emails on internal system |

- Sign and dispatch letters/emails
- Locating debtors using internal and external databases
- Preparation of files for legal action prior to post judgment stage
- Preparation of files for enforcement action stage
- Recoveries on files prior to post judgment stage
- Liaising with clients via telephone and email
- 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
- Clear and concise phone manner
- Ability to relate to persons at all levels
- Able to convey information effectively
- Good written and spoken English
- 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 1977**
- **PRUSHKA** employs approximately 180 people, including the staff from Mendelsons Lawyers, which is fully integrated with Prushka. The company is divided into the following teams:

| | |
|--|--|
| <ul style="list-style-type: none"> ➤ Accounts ➤ Administration ➤ Advanced Collections ➤ National ➤ Commercial ➤ Corporate Health ➤ Electronic Data Processing ➤ Fleet Recoveries ➤ Investigations | <ul style="list-style-type: none"> ➤ Human Resources ➤ Lawyers ➤ Legal ➤ Pre-Legal ➤ Healthcare ➤ Operations ➤ Client Services ➤ Special Projects ➤ IT – Technical Services |
| <p>Head Office is situated at No. 8 Station Street, Mitcham and there are branch offices in Adelaide, Ballarat, Cairns, Dubbo, Geelong, Launceston, Newcastle, Southport, Traralgon, Wagga and Warrnambool</p> | |
| <p>HOW TO APPLY</p> | |
| <p>COMPLETE OUR APPLICATION FORM & ATTACH YOUR RESUME ON-LINE AT www.prushka.com.au</p> <p>OR</p> | |
| <p>Fax: (03) 9872 4757 Subject Line: Pre-Legal Team Attention: Kathleen Wilkins, HR Department</p> | <p>Mail: Attention: Kathleen Wilkins Private Bag 6 MITCHAM VIC 3132</p> |