

ACCOUNT CONTROLLER - ADELAIDE POSITION DESCRIPTION

Position Title:	Account Controller/Debt Collector		
Department/Group:	National team		
Location:	141 Tapleys Hill Rd Seaton		
Position Type:	Permanent Full Time	Level/Salary Range:	\$31,662.00 per annum plus 9% superannuation 16.02 per hour
Employment hours:	Monday – Thursday 8.45am to 5pm Friday – 8.45am to 4.15pm		
Overtime:	Wednesday night call roster (upon completion of probationary period)		
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 (3) 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 National Team.

Induction program is conducted in Mitcham office for a period of 2 weeks.

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

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.

PRUSHKA NATIONAL TEAM

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

JOB DESCRIPTION

- 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
- Daily banking and mail duties
- General administrative tasks including faxing and photocopying
- Cleaning office -facilities
- 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
- Knowledge of the structure and content of the English language including the spelling of words, rules of composition and grammar
- 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:

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

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

Head Office is situated at No. 8 Station Street, Mitcham and there are branch offices in Adelaide, Ballarat, Cairns, Dubbo, Geelong, Launceston, Newcastle, Southport, Sydney, Traralgon, Wagga and Warrnambool

HOW TO APPLY

COMPLETE OUR APPLICATION FORM & ATTACH YOUR RESUME TOGETHER WITH PHOTO ID AND EVIDENCE OF CITIZENSHIP AND VISA STATUS ON-LINE AT

www.prushka.com.au

OR

Fax:

(03) 9872 4757

Subject Line: Adelaide collection Team

Attention: Kathleen Wilkins, HR Department

Mail:

Attention: Kathleen Wilkins

Private Bag 6

MITCHAM VIC 3132