

DEBT RECOVERY - MELBOURNE

POSITION DESCRIPTION

Position Title:	Account Controller/Debt Collector
Team/Area:	Melbourne office
Location:	8 Station St Mitcham
Employment contract:	Permanent full time
Salary:	\$31,662.00 per annum + 9% Superannuation
Employment hours:	Monday to Thursday 8.45am to 5pm Friday 8.45am to 4.15pm Part time-8.45am to 5pm Mon to Thursday or 9am to 3pm Mon to Fri
Overtime:	Wednesday night call roster (upon completion of probationary period)
Meal breaks:	30 minutes each day at 1pm
Reports to:	Team Leader / Managers
Dress code:	<i>Male team member</i> Business Suit, Shirt, Tie, and Shoes <i>Female team members</i> Business Suit, Professional Office Wear
Leave entitlements:	Annual leave 4 weeks per annum Personal leave 10 days per annum
Performance reviews:	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 no longer than (3) months.

INDUCTION AND TRAINING:

Induction program

Ongoing training in employees designated area

SUPPORT

Prushka have in-house Investigators and Field Collectors.

There are 10 Lawyers, who are available at all times for guidance

USEFUL BACKGROUND

Account Controllers/Debt Collectors come from a variety of backgrounds. Preference would be applicants with a sound job history in collections, client/customer service role within a professional environment.

JOB DESCRIPTION

- Adhere to the Prushka Collection System
- Phone based collections
- Work strictly within the Privacy Act and Debt Collection guidelines
- Work through internal diary / Accuterm queuing system
- Locating debtors using internal and external databases
- Order collection letters on internal system
- Sign and despatch collection letters
- Enter notes of conversation with clients / debtors on internal software
- Achieve daily revenue targets
- Achieve monthly legal referral targets

- Refer files to field where applicable
- Liaise and develop a strong rapport with both new and existing clients.
- Liaise with debtors to organise payment arrangements.
- Monitor payment arrangements, making contact with debtor in a timely manner
- Maintain hard copy filing system
- Liaise with other departments within the company structure
- Participate in Wednesday night call roster
- Maintain a clean and healthy work environment
- General housekeeping within office environment

SKILLS AND ATTRIBUTES REQUIRED

- Experience within the Collections, Customer Service or related fields
- 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
- Organised
- Able to manage one's own time effectively
- Able to spend 6 to 7 hours per day in seated position
- Able to spend considerable part of day working on a computer
- Typing speed minimum of 45-55 words per min
- Capacity to spend a large amount of each day on the telephone in direct contact with both clients and debtors
- 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 in 1977.

There are approximately 150 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
- HR
- Investigations
- Lawyers
- Legal
- Healthcare
- Operations
- Pre-Legal
- Client Services
- Special Projects
- Technical Services

Head Office is at 8 Station Street, Mitcham, and there are branch offices in Adelaide, Ballarat, Cairns, Dubbo, Geelong, Launceston, Newcastle, Southport, Traralgon, Wagga, and Warrnambool.

TO APPLY

Attach Resume and complete Company Application Form on-line at www.prushka.com.au.

Resumes submitted without company application form are unable to be considered

Or forward to;

**Kathleen Wilkins
Prushka Fast Debt Recovery
Private Bag 6
MITCHAM 3132**

Fax to **(03) 9872 4757**