

BUSINESS MANAGEMENT CADET - MELBOURNE POSITION DESCRIPTION

Position Title:	Business management cadet		
Department/Group:	Mitcham		
Location:	8 Station St Mitcham		
Position Type:	Permanent Full Time	Level/Salary Range:	\$33,109.00 per annum plus 9% superannuation
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 attire	Female Team Members: Business attire	
Leave Entitlements:	Annual leave of 4 weeks per annum Personal leave of 10 days per annum		
Performance Reviews:	Reviews take place at the end of the probationary period and Annually October/November thereafter.		
HR Contact:	Kathleen Wilkins (03) 8872 5975		

PROBATIONARY PERIOD

Employees commence on a six (6) 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.

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 organisation.

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

All management positions within Prushka, are occupied by people who started work at Prushka as either Account Controllers or in the Sales Team

This is firmly embedded in Prushka's culture and is one of our strengths. That is, our management understands the collections industry and is imbued with a real understanding and belief in Prushka's goals and systems.

The Management Cadet Programme was set up to attract, train and fast track graduates, so that they develop a real understanding of the nuts and bolts of our business and can then be developed into handling either specialist roles or management roles.

The programme is administered by "graduates" of the programme.

The programme is an essential component of our growth because it will deliver the people needed to propel the company forward.

JOB DESCRIPTION

- Adhere to the Prushka collection system
- 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
- Cleaning office -facilities
- Maintain a clean and healthy work environment

SKILLS & ATTRIBUTES REQUIRED

- Tertiary qualification (minimum of a degree level) in any discipline
- **Intermediate Word and Outlook**
- Excellent verbal and written skills
- Clear and concise phone manner
- 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
- Ability to deal with and present to people of all levels
- Ability to function as part of a team
- Ability to make decisions
- Ability to think laterally and creatively
- Capacity to work both independently and interdependently
- Capacity to see a project through to conclusion
- A professional and positive attitude
- Leadership potential
- Desire to contribute to the growth of the Prushka brand
- 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
- 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:

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|-------------------------------------|----------------------------------|
| ➤ Accounts | ➤ Human Resources |
| ➤ Administration | ➤ Lawyers |
| ➤ Advanced Collections | ➤ Legal |
| ➤ National | ➤ Pre-Legal |
| ➤ Commercial | ➤ Healthcare |
| ➤ Corporate Health | ➤ Operations |
| ➤ Electronic Data Processing | ➤ Client Services |
| ➤ Fleet Recoveries | ➤ Special Projects |
| ➤ Investigations | ➤ 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

<p>Fax: (03) 9872 4757 Subject Line: Business Management cadet Attention: Kate Human resources</p>	<p>Mail: Attention: Kate Wilson Private Bag 6 MITCHAM VIC 3132</p>
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