

ACCOUNT CONTROLLER POSITION DESCRIPTION

POSITION TITLE:	Account Controller/Debt Collector	
LOCATION:	Head Office - 8 Station St Mitcham	
POSITION TYPE:	12 month Fixed Term - Full Time/Part Time	
EMPLOYMENT HOURS:	Full time Monday – Thursday 8.45am to 5pm Friday – 8.45am to 4.15pm (Possibility of up to 2 shifts per week Midday – 8pm)	Part time 4 - 5 days per week 9.00am – 3.00pm
SALARY	Commensurate with experience	
BREAKS:	30 minutes each day from 1:00pm	
REPORT TO:	Team Leader/Managers	
DRESS CODE:	Professional Business attire	
LEAVE ENTITLEMENTS:	Annual leave of 4 weeks per annum Personal leave of 10 days per annum Pro rata for part time employees	
PERFORMANCE REVIEWS:	Annually – October/November	
HR CONTACT:	Nicole Sargeant – HR Business Partner (03) 9872 7254	
PROBATIONARY PERIOD	<p>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.</p> <p>Prushka has the right to extend the Probationary Period for a period of no longer than (3) months.</p>	
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 Team.</p> <p>Induction program is conducted at Head Office in Mitcham Vic, for a period of 2 weeks.</p>	

SUPPORT	All successful applicants will be mentored and encouraged to ask questions. You will be provided ongoing support from your Team Leader and Managers together with guidance and assistance from various other departments within the company such as HR, Accounts, our specialist Law Firm, Investigations Team and Field Collector/s.
BACKGROUND	Account Controllers 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. Previous experience in a collections role may be advantageous.
COLLECTIONS	Predominantly the position involves telephone account collections although some areas of collections may see some associated administrative tasks such as reporting to clients and would be ideally suited to applicants who enjoy the challenge of communicating with people by telephone and building relationships with existing and new clients.
JOB DESCRIPTION	<ul style="list-style-type: none"> ● Carry out telephone collections in the name of Mendelsons Lawyers for a range of Prushka clients who you will be accountable to, in furtherance to this you will: ● Adhere to the Prushka collection system; ● Achieve daily/monthly targets; ● Provide excellent Customer Service to existing clients; ● Promote Prushka products and services to existing clients; ● Work strictly within the Privacy Act and Debt collection guidelines & LSC guidelines; ● Work through internal diary/queuing system; ● Work through internal and external databases; ● Update of internal database; ● Order letters/emails on internal system; ● Review outgoing mail; ● Send emails; ● Locate debtors using internal and external databases; ● Prepare files for legal action prior to post judgment stage; ● Recoveries on files prior to post judgment stage; ● Liaise with clients and debtors via telephone and email; ● Enter notes of conversation with clients and debtors on database; ● Maintain hard copy filing system (where necessary); ● Liaise with other departments within the company structure from time to time; ● General administrative tasks including faxing and photocopying; ● Maintain a clean and healthy work environment.
SKILLS & ATTRIBUTES REQUIRED	<ul style="list-style-type: none"> ● Experience in an office environment or a steady and successful work history; ● Intermediate Word and Outlook; ● Clear and concise phone manner; ● Ability to relate to people at all levels; ● Able to convey information effectively;

ABOUT US

- Good English written and verbal skills;
- Good basic arithmetic skills;
- 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 keystroke speed of 30-40 strokes 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 and Mendelsons Collection system;
- Strong negotiation skills;
- A professional work ethic;
- Capacity to work with minimal supervision;
- A flexible attitude toward change.

- **PRUSHKA started business in 1977**
- We have current staffing of approximately 90 people, including the staff from Mendelsons Lawyers, which is fully integrated with Prushka. The company is divided into the following teams:
 - **Accounts**
 - **Administration**
 - **Purchased Debt**
 - **National**
 - **Commercial**
 - **Healthcare**
 - **Corporate Healthcare**
 - **Electronic Data Processing**
 - **Investigations**
 - **HR**
 - **Lawyers**
 - **Pre Legal/Legal**
 - **Client Services**
 - **IT – Technical Services**

Head Office is situated at 8 Station Street, Mitcham and there are branch offices in Brisbane, Geelong, Maitland, Sydney, Wagga and Warrnambool.