

## Collections Officer

Panthera Finance • Gold Coast & Hinterland QLD

 Base pay  
\$0 - \$0

 Work type  
Full Time

 Contract type  
Permanent

### Perks

TRAINING

### Skills

RECEIVABLES

### Full job description

Join Australia's largest privately-owned receivables management company during an exciting growth period. With offices across the East Coast of Australia, you will work alongside a diverse and energetic team to deliver a best-in-class approach to customer care.

Job Description

#### In this role you will:

- Manage accounts with clients from major Australian financial intuitions
- Make and receive a high volume of outbound/inbound calls
- Establish and maintain relationships with customers by building trust and rapport
- Use high level negotiation skills to come up with solutions for unique circumstances
- Problem solve and overcome customers' objections to resolve accounts
- Liaise with customers and 3rd parties, use intuition to locate, resolve and maintain arrangements
- Negotiate suitable options to settle accounts and provide an exceptional customer experience

Desired Skills and Experience

#### About you:

- Experience in receivables management, debt collection, telemarketing,

### Job details

 Date posted  
**07 Jun 2021**

 Expired On  
**30 Jun 2021**

 Category  
**Accounting**

 Occupation  
**Accounts Receivable/Collections**

 Base pay  
**\$0 - \$0**

 Contract type  
**Permanent**

 Work type  
**Full Time**

 Job mode  
**Standard/Business hours**

Work Authorisation  
 **AUSTRALIAN CITIZEN / PERMANENT RESIDENT**

sales, motor vehicle insurance or customer service highly desired (not essential)

- Customer orientated and committed to delivering an exceptional experience
- Has the confidence to ask difficult questions to get the job done
- Is confident, innovative and loves to challenge the status quo
- Has a high level of problem solving and negotiation skills
- Enjoys collaborating and building relationships to assist customers obtain financial freedom
- Has excellent judgement, thinks things through and makes great calls for the customer

**What you can expect in return:**

- An environment where success is achievable and rewarded generously through our uncapped bonus structure
- A structured paid training program starting with a one-week induction with our Learning & Development Team
- A personally tailored remuneration package that reflects your existing experience and skill set
- Sustainable futures for our employees through structured growth development opportunities
- A non-bureaucratic environment where your suggestions for operational efficiencies are welcomed
- Fully funded Employee Assistance Program
- Exciting, competitive, and fun-filled environment – with regular celebrations and casual Fridays
- Volunteer and engagement opportunities within our very own Panthera Foundation, work for a company that gives back to the community

This is an exciting opportunity for experienced or budding Call Centre professionals who are looking for a new challenge and the opportunity to excel. Similarly, applications are invited from individuals with limited experience who would like to begin a career within a growth industry.