

Account Representative - NCML - South Brisbane

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Company: Credit Corp Group Limited

Location: Brisbane

Category: office-and-administrative-support

Account Representative - NCML - South Brisbane **Account Representative - NCML - South Brisbane**

Job no: 494460

Work type: Full-time

Location: Brisbane - West End

West End location, a short walk from South Brisbane station, Cultural Centre and local shops and eateries

Hybrid WFH flexibility for work-life balance and no weekends

Supportive training and career progression - gain a Cert III in Financial Services

National Credit Management Limited(NCML) is a leading provider of credit and receivables management services in Australia and a part of Credit Corp Group. We believe in an ethical, collaborative approach to resolving debt to empower our customers to organise and control their finances.

About your new role

As an Account Representative, you'll be at the frontline making outbound calls to customers on behalf of our clients' overdue accounts.

You'll locate customers and investigate overdue accounts. With a flexible approach, you'll negotiate repayment plans and solutions to suit our customers' circumstances. Our bonus scheme rewards target achievement and our supportive team and award winning training programs will allow you to develop and advance your skills for a successful career in Financial Services.

What we can offer you!

Flexible hybrid work environment in as early as 3 months (2 days office, 3 days WFH)

2 weeks fully paid training with continued support and coaching leading to growth towards promotion opportunities

Gain a Certificate III in Financial Services

Perks and discounts through our employee benefits platform

Free membership andpetitive rates with our Car Share partner and Novated Leasing options

Wellbeing and health initiatives including online fitness training, 24hr wellbeing support with our EAP, discounted gym membership, health insurance and eye care plus breakfast and fresh fruit in the office

Paid volunteer days

Purchase additional annual leave

Regular team engagement events

'Dress For Your Day' from smart casual to business attire

End-of-Trip Facilities available for bicycle storage and showers

What your new job involves

Manage outstanding accounts with clients from Australia's largest institutions

Making and receiving high volume outbound/inbound calls

Investigations to locate and establish contact with our customers

Build and establish relationships with customers with rapport and trust

Creating positive outcomes by negotiating repayment solutions

Problem solving and objection handling

Who you are

Want to start or grow your career in Financial Services with a leading company? Looking for a career change or seeking more security and opportunity? Collections experience isn't required as we provide training with continued support and coaching. The majority of our leaders once began in this same role!

Experience in a call centre, hospitality, tourism, retail, sales or similar industries

Excellent communication skills (both written and verbal)

Persistence and resilience to have challenging conversations

Ability to negotiate will be highly desirable

Share a passion for results and a target driven environment

A natural problem solver and solution provider

Basic computer literacy skills

A desire to learn and take on feedback

Essential Criteria

Our Contact Centre operating hours are Monday to Friday 7:30am - 5:30pm with rosters between these times

Must be available to work permanent full-time (38 hours)

The diversity of our people is core to our ability to innovate, grow and achieve great outcomes for our people, customers, shareholders and the community. If you have a natural curiosity, an appreciation for differences and an innate willingness to help others you will be valued at Credit Corp Group. We are committed to our inclusive and diverse workplace through attracting and retaining a workforce that reflects the community. We encourage applications from all culturally diverse backgrounds.

We are also committed to improving employment opportunities for Aboriginal and Torres Strait Islander peoples and we encourage applicants from Aboriginal and Torres Strait Islander descent to apply. SOUTH BRISBANE / WEST END 4101

Advertised 30 Apr 2024 E. Australia Standard Time

Applications close: Job ID 494460

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