

## Account Representative - South Brisbane

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Company: Credit Corp

Location: Brisbane

Category: other-general

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

**Collection House** (CLH) is one of Australia's largest and most respected end-to-end receivables management companies and a part of Credit Corp Group. We provide practical, customer focused solutions in collections, credit management and customer care. We have redefined our organisational purpose to "Reimagine how debt is done. Better." to challenge ourselves to have a greater positive impact for our clients and customers.

### **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. Your goal is to provide exceptional customer service and varied solutions to customers whose accounts are in arrears to find fair and sustainable solutions to get them back on track. You'll listen to understand and support our customers through what are at times, complex financial matters with compassion, patience, resilience and a readiness to lean into the opportunities to share, learn and grow.

### **What your new job involves**

Manage outstanding accounts with clients from Australia's largest institutions

Making and receiving high volume outbound/inbound calls

Build and establish relationships with customers with rapport and trust

Creating positive outcomes by negotiating repayment solutions

Problem solving and objection handling

### **What we can offer you!**

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

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 and competitive 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

### **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? 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)

A natural problem solver and solution provider

Are driven by genuine compassion for our customers

Love connecting with people and communicate with confidence

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 – 7:00pm 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.

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