

**South Australian Public Service
JOB AND PERSON SPECIFICATIONS**

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Title of Position:
Collections Officer

Administrative Unit:
Department of Treasury and Finance

Classification Code: ASO2
Discipline Code:
Career Code:

Branch: Organisation and Governance
Section: Fines Enforcement and Recovery Unit

Type of Appointment:
 Ongoing
 Temporary (term – up to 12 months)
 Other

Position Number:
Position Created:
Position last reviewed: July 2021

Job and Person Specification Approval

All excluding senior positions
..... /...../.....
CEO or delegate

JOB SPECIFICATION

1. Summary of the broad purpose of the position in relation to the organisation’s goals (its expected outcome and how it is achieved).

The Collections Officer is responsible for providing effective resolution and collections of unpaid debts from clients through the provision of high quality, professional and customer focussed client contact for a largely inbound contact centre.

2. Reporting/Working Relations

The Collections Officer reports to an assigned Team Leader in either the Fines or State Debt Recovery teams.

This position works within a team environment and may be required to work in alternative teams to meet business needs.

Key Relationships/Interactions:

- Staff and management across Fines Enforcement and Recovery Unit (Fines Unit)
- Staff from key stakeholders - State and Local government agencies, other related organisations
- Clients of the Fines Unit.

3. Special Conditions (such as non-metropolitan location, travel requirements, frequent overtime, etc.)

The role is predominantly based in Port Adelaide but please note incumbent may be required to work across the Adelaide (CBD) or Port Adelaide locations according to business needs. Some out of hours work may be required. Interstate or intrastate travel may be required

The incumbent will be required to participate in the Departmental Performance Management Program.

The incumbent may be required to be assigned to other positions at the same remuneration level across the department.

Actively participate in all mandatory training requirements.

Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code).

An individual recommended for appointment/employment to a position in DTF will be subject to satisfactory criminal history/record check in accordance with the DTF Pre-Employment Screening (Criminal history/fines record check) Policy and Procedure. Disclosure of any pending charges is also mandatory. Previous criminal conviction or pending charges will not necessarily preclude employment. The criminal history/fines record check must be reviewed periodically during employment with the department.

Key Challenges

- Working successfully in an office and largely inbound contact centre environment
- Dealing with large volumes of work whilst adhering to schedule
- Making quality decisions in alignment with operational policies, procedures and best practice procedures
- Dealing with cross agency interactions
- Ensuring all work is compliant with policy and legislation.

Special Conditions

- may be required to rotate across different Fines and State Debt team functions
- Will be required to exercise Director's delegations as outlined in the Schedule of Delegations.
- Employment is dependent upon a National Police Certificate clearance that DTF finds satisfactory.
- Employment is dependent upon a Fines Check that DTF finds satisfactory.

4. Statement of Key Outcomes and Associated Activities

Legislative Compliance

- Contribute to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the provisions of various Acts and associated legislation.
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code)
- Keep accurate and complete records of business activities in accordance with the State Records Act 1997

Responsibilities – Client Service Delivery

- Answer and resolve inbound contact (calls, emails, mail) to achieve first contact resolution using the client interaction centre (CIC) technology
- Resolve queries by taking payments in full, vary or establish payment arrangements or assist clients in disputing enforcement determinations
- Provide face-to-face customer service to clients by appointment at the Unit's appointment locations
- Provide clients with current and accurate information
- Respond to proactive contact attempts of clients to manage their unresolved debts
- Resolve all client queries promptly, competently and professionally without the need for escalation where possible
- Compliance with the Best Practice Procedures to contribute to the efficiency and consistency across the Unit, including responding to foot triggers undertaken at the real time desk and adhering to schedule
- Receipt, process and secure money received from clients including in person, over the telephone and through electronic means
- Liaise with Issuing and Public Authorities for information required to support applications
- Maintain client database records
- Exercise assigned delegations and comply with legislation and high-level Unit policies and procedures

Facilitate Effective Working Relationships

- Participate in team huddles, and broader Unit activities aimed at improving practices and services
- Participate in team rotation
- Participate in coaching, team tasks and seek feedback from coaching opportunities
- Foster and maintain working relationships with team members, counterparts in other business units and internal/external stakeholders

Assist with Office Administration

- Assisting with the processing of incoming and outgoing mail correspondence
- Draft correspondence and less complicated briefing materials relating to communication with clients
- Maintain filing systems and databases
- Assist with general office administration tasks

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- N/A

Experience

- Experience in providing a high level of customer service in a high volume, real time, client contact or team environment (contact centre or customer service environment).
- Experience in handling cash and managing electronic payments.
- Experience in working with multiple applications at the same time.

Personal Abilities/Aptitudes/Skills

- Demonstrated ability to work under pressure, use initiative, and display good organisational skills to achieve high quality outputs within agreed timeframes
- Experience in the use of multiple computer software (specifically the Microsoft range of products) and database management systems

Knowledge

- Knowledge of debt collection principles and practices.
- An awareness of the relevant legislation, policies and procedures relating to the Public Sector Code of Conduct, Equal Employment Opportunity and cultural inclusion.
- An awareness of 'and ability to work to the spirit and principles of AS/NZS ISO 31000 Risk Management.
- An understanding of the legislative requirement of the Work Health and Safety Act 2012.

DESIRABLE REQUIREMENTS (To distinguish between applicants who have met all essential requirements).

Educational/Vocational Qualifications

(Considered to be useful in carrying out the responsibilities of the position)

- Experience or knowledge in debt collection and recovery procedures and processes.
- Experience in contact centre operations.
- Experience in working in a legislative environment and in applying and communicating legislative requirements.

Acknowledged by Applicant /...../.....