

# Debt Management Officer

**Reports to:** General Manager, Finance

**Employment Status:** Full-time

## Organisational Context:

Bendigo Community Telco (BCT) is a regionally based company developed to provide efficient and effective communication services and solutions to meet the current and future needs of Bendigo and its surrounding districts. By harnessing the strength of demand aggregation, BCT is able to influence the strategic plans of common carriers to offer service equality and market competition.

All staff at BCT are potentially involved in direct dealings with customers, and may also be engaged in delivery of service or support at customer premises, and as such BCT's personal presentation standards apply to all positions. Likewise, all staff positions at BCT are to the organisation as a whole. Part of the BCT philosophy is to give its staff the opportunity to gain experience in various facets of the business, and as such staff can be directed to different roles for a shorter period of exposure or as part of a longer-term transition.

## Duties & Responsibilities:

- Management of BCT debtors with the aim of improving the aged debt profile of the company in accordance with the Debt Collection Policies and Procedures, including:
  - Liaison and negotiation with customer who have outstanding debt in order to achieve payment
  - Establishment and monitoring of payment customer payment arrangements, where appropriate
  - Initiation of formal debt collection action, if necessary
  - Recommending write-off of outstanding amounts, where appropriate
  - Timely preparation of various management reports
- Assist the GM Finance and other senior finance staff in meeting the objectives and responsibilities pertaining to the growth and operations of BCT and particularly the finance department.
- Provide finance operations support to assist with the day-to-day operations of the Finance department
- Assist the Senior Accountant and other senior finance staff in preparation of financial documentation as directed.
- Liaise with external agencies as required.
- Interact with other departments to assist in resolving and supporting finance issues.
- Other duties as directed.

## Key Performance Indicators:

- Manage the debt processes to ensure:
  - Reduction of outstanding debt in both \$ and customer number terms.
  - Improve processes for debt management
  - A proactive approach to debt management.
- Execute the implementation of directed projects, schedules and deadline compliance for all internal and external activities.
- Correspondence prepared as required in a timely fashion.
- Completion of all finance operation duties in an efficient manner and to a high level of accuracy.
- Effectively coordinate and manage duties to ensure completion to specified time lines.

## Key Selection Criteria:

1. Knowledge and skills in the functions of finance operations of a small to medium business

2. A good understanding of 'best practice' with regards to debt management.
3. A demonstrated understanding of the requirements for a member of a Finance Team operating in a competitive and fast-moving business environment.
4. Skills and knowledge of computerised finance / accounting packages
5. Extensive computer skill and knowledge of Microsoft Office applications
6. Well developed written and verbal communication skills
7. Demonstrable track record exhibiting success in meeting key objectives
8. Proven approach to developing and implementing sound, effective work practices
9. Ability to work effectively in an environment of frequent change
10. Ability to work effectively within a team environment

**Qualifications & Experience:**

- Previous experience in a high paced finance environment
- Previous experience in a debtor management role would be an advantage

**Competencies:**

- Adaptability and flexibility
- Relationship building
- Planning
- Innovation and Initiative
- Verbal/ Written communications
- Analytical
- Positive attitude
- Autonomous ability
- Decision making skills
- Organisational skills
- Teamwork
- Persistence
- Good fit with preferred BCT culture

**Authorities**

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Next Level Name \_\_\_\_\_

Next Level Signature \_\_\_\_\_ Date \_\_\_\_\_