

Senior Collections Officer

Make your mark

Shift is seeking a **Senior Collections Officer** to join the growing Collections team. This is the perfect role for a customer relationship driven candidate looking to expand their proven collections experience and knowledge in banking & financial services, particularly in the consumer and commercial lending space.

You will join a close-knit and supportive team based in North Sydney, ensuring the timely collection and maintenance of customer accounts through controlled policy, processes, and legislative requirements with specific focus on Equipment Finance and Late-Stage Collections (including Legal Recovery and debtor location).

The successful candidate will be self-motivated, driven and highly organised, with the ability to think outside the box. With customer retention and care as our primary focus, you will take pride in partnering with clients, communicating effectively and relying on best practices to achieve the win-win outcomes.

How you will make a difference

- Perform specialised collection work on overdue loan facilities with specific focus on late-stage collections, financial assistance reviews and complaints resolution and management.
- Research and analyse accounts prior to initiating debtor contact by examining historical data and evaluating past collection efforts.
- Assist other collectors with difficult or complex accounts and situations utilizing technical knowledge of collections and procedural or legal guidelines.
- Determine when an account is to be referred for legal recovery or to an external collection agent.
- Provide clients with accurate and relevant information to discuss and resolve debt situations.
- As required by Head of Collections, compile data and prepare activity reports and periodically more specialised reports for management.
- Establish and develop meaningful client relationships.

Skills that set you apart

- 5+ years' experience in collections, ideally in the finance industry.
- Knowledge of relevant government rules, regulations and guidelines to perform your role.
- Excellent communication and engagement skills, written and verbal
- Understanding of commercial collections, lending products including equipment finance and caveat lending.
- Insolvency and bankruptcy legislation and administration.
- Ability to manage own portfolio with excellent organization skills
- Able to deal with organisations and people in challenging circumstances.
- Outcome focused with strong commercial decisioning.



About Shift

At Shift, we're passionate about disruption, transformation and positive change. Our goal is to *shift* perceptions and expectations of what is possible. We're here to help make business unstoppable. Enablers by nature, we love to solve problems and innovate. As part of the team, you'll approach new challenges with a clean sheet of paper, reimagine possibilities and deliver results that are 10x better than before.

Shift is finance on demand for business. Enabled by streaming data, we provide credit and payments platforms that help businesses trade, pay and access funds. As one of Australia's fastest-growing technology companies we're changing the way businesses access finance. Shift has been recognised by AFR's Fast 100, Deloitte's Technology Fast50, Smart Company's Smart50 and Deloitte's Asia Pacific Technology Fast 500.

Culture Shift

At Shift, we're proud of our rich diversity and culture of inclusion. We have an amazing culture geared towards helping you make the most of your career. We love our fast-paced, energetic environment where no two days are alike. Our values firmly guide the exciting work we do, solving problems and always looking to deliver better outcomes. At Shift you won't find politics or egos: just one team, with shared successes and shared learnings.

The perks

We offer competitive remuneration including car allowance and a company bonus. We boast an industry-leading 26-weeks Paid Parental Leave program, in addition to 2 weeks paid leave for Partners. Our staff say it's a great place to work where your ideas and insights are valued. We have moved into a new modern HQ in North Sydney with a flexible working policy, outstanding end of trip facilities, a private reflection room and mothers' room available in the office. We hold regular social events to get the team together and because your birthday is a special day, you get to have that day off!

If you like the sound of this, we would love to hear from you. Please send your resume to jointheteam@shift.com.au

Please note: This role requires full Australian working rights.

