



CREDIT CONTROL OFFICER – Permanent

Established in 1971 and based in South-West Sydney, The Mac is a member-owned financial organisation that is committed to providing members with friendly, helpful & supportive local banking: the special kind where members really do matter. More than 50 years on, we are the local financial institution for the Macarthur and Wollondilly regions. The Mac is currently looking for a dedicated Credit Control Officer to join our team.

The Role

The position of Credit Control Officer is a permanent role that offers the potential for flexible working hours and reports directly to the Credit Control Supervisor. The Credit Control Officer is responsible for conducting effective and systematic collections action on assigned accounts with the highest degree of quality and accuracy in order to minimise delinquency and losses through bad debts.

Experience, skills & key attributes

The responsibilities associated with this role include but are not limited to the following:

Service delivery

- Conducts effective and systematic action on delinquent accounts
- Identifies potential delinquent accounts and recommends appropriate action to minimise losses.
- Implementing recovery procedures for debts
- Effectively handling cases of Hardship assistance
- Managing Deceased Estates and Engaging with Internal and External Stakeholders
- Action Garnishee Orders
- Maintaining a thorough knowledge of products, services, policies and procedures

Administration and Documentation

- Maintain, prepare reports, and recommendations as required
- Analyse/assess financial information relating to applications for Hardship Assistance
- Review relevant policies and procedures to identify service gaps
- Comply with all of The Mac's policies and procedures

The skills, experience and attributes we are looking for in the successful candidate are:

Essential

- Minimum of 2 years' experience in debt collections or financial services
- Strong analytical and problem-solving skills.
- Excellent communication and negotiation abilities.
- High attention to detail
- Ability to work well as part of a team

Applications close: 31st March 2025