

## Customer Care Manager

### We offer our staff a number of great benefits, including:

- Purchase additional Annual Leave
- Gym reimbursement program
- Additional Leave options
- Study assistance

### Your new company

Bank First, formerly Victoria Teachers Mutual Bank, is a customer owned bank that exists for the sole purpose of providing better banking experiences for customers; not to serve shareholders. Due to growth in the department, we are expanding our workforce planning team to ensure our new and existing customers continue to receive the expected level of service.

### Your new role

You will lead the Credit Control / Collections and Financial Hardship function for the bank. You will have a hands-on role overseeing a successful collections function.

You will have experience in process improvement, team management and using debt collection systems to manage arrears and overdrawn accounts to minimise the level of write-offs for the bank. You will work closely with other areas of the bank, to meet compliance, performance and reporting requirements.

You will have an empathetic approach to dealing with customers in line with bank values, policies and procedures.

### What you'll need

- Tertiary qualified and /or significant credit collections experience
- 5+ years previous leadership and team management experience
- Successful track record in managing collections within a regulated environment (National Credit Code, Privacy Act, AFCA, Code of Banking Practice)
- Excellent interpersonal and people management skills
- Experience in the Financial Services industry an advantage.

If you have the skills and experience we are looking for apply now.

### What you'll get in return

This exciting opportunity will see you working for an award winning organisation, with a competitive salary package and a broad range of other benefits reflective of our healthy culture and engaged workforce.

### What you need to do now

To be considered for the role, please send your CV and covering letter addressing the above criteria to [jobs@bankfirst.com.au](mailto:jobs@bankfirst.com.au).

### Applications close: Wednesday 27 March

117 Camberwell Road, Hawthorn East VIC 3123  
PO Box 338 Camberwell VIC 3124

Tel: 1300 654 822      Email: [jobs@bankfirst.com.au](mailto:jobs@bankfirst.com.au)  
769  
Fax: 03 9882 4348      Web: [bankfirst.com.au](http://bankfirst.com.au)

Victoria Teachers Limited | ABN 44 087 651  
AFSL/Australian Licence Number 240 960