**Vacancy Information**

Our purpose is to provide safe, culturally appropriate and affordable accommodation for First Nations people who need to be away from home to access services and economic opportunities.

Across its network of hostels, dedicated Aboriginal Hostels Limited (AHL) staff provide accommodation and meals for residents in a supportive environment, assisted by local First Nations service providers and referral agencies.

AHL also supports the Australian Government’s efforts to improve economic outcomes for First Nations people. By purchasing goods and services from First Nations businesses at every opportunity, we help support a more inclusive economy. We are proud to be one of the largest employers of First Nations people in the Australian Public Service, First Nations employees make up approximately 50% of our workforce.

The debt management officer is responsible for overseeing the management, collection, and resolution of outstanding debts for the organisation. AHL uses Reservation Management System as the customer management system.

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| **Job Reference** | VN4225 |
| **Classification** | APS Level 4 |
| **Job Title** | Debt Management Officer |
| **Employment Type** | Ongoing/Non-ongoing, Full-time (75 hours per fortnight) Non-ongoing opportunity may be offered for up to 12 months initially. |
| **Salary** | $75,022 - $81,775 pa. |
| **Benefits** | * 15.4% superannuation * Regular salary packaging options for vehicles, superannuation and laptops etc PLUS, ability to salary sacrifice $15,900 per FBT year for rent, mortgage or living expenses. This benefit reduces taxable income, increasing fortnightly take-home pay. * Free all-day parking close by. |
| **Location** | Canberra, ACT |
| **Contact Officer** | Guolin Mah on 02 6212 2038 |

**Position Description**

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| Duties and Responsibilities | |
| 1 | **Debt collection and recovery**   * Monitor and manage overdue accounts to ensure timely collection. * Contact debtors by phone, email, or in writing to follow up on unpaid debts, discussing payment options, and negotiating repayment plans. * Support Operation’s Team to follow up on debts. |
| 2 | **Account Management**   * Maintain accurate and up-to-date records of all debtors, payments, and outstanding balances. * Provide regular status reports on overdue accounts to management and the operations team. * Receipting of customer payments in the debtor management system. * Prepare and submit regular reports on the status of debt collections, including amounts collected, outstanding balances and actions taken. |
| 3 | **Customer Relations**   * Act as the primary point of contact for customers regarding debt-related matters. * Provide excellent customer service while maintaining professionalism and ensuring AHL’s interests are protected concerns raised resolved. * Address disputes or concerns raised by customers regarding billing or payment issues. |
| 4 | Coordinate the debt write-off process. |
| *Whilst this duty statement summarises the purpose of the job and lists its key tasks, it is not a definitive list of all the tasks to be undertaken. Tasks can vary at the discretion of the Chief Executive Officer, in consultation with the employee. To deliver services effectively, a degree of flexibility is needed and the employee may be required to perform work not specifically referred to above.* | |

**Skills and Experience required**

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| The successful applicant will demonstrate: | |
| 1 | In-depth understanding of Aboriginal and Torres Strait Islander cultures and issues affecting First Nations peoples. |
| 2 | Demonstrated ability to support outcomes for First Nations peoples and the demonstrated ability to communicate sensitively and effectively with First Nations peoples. |
| 3 | High level of written and oral communication skills, liaison and negotiating skills. |
| 4 | Strong customer focus together with a demonstrated experience in managing competing workloads and priorities to meet deadlines. |
| 5 | Experience in the use of Microsoft Excel in a corporate environment. |
| Desirable Qualifications/Experience | Prior experience working in a debt management role |

**Recruitment Initiatives**

This is an **Identified Position** and Indigenous jobseekers are encouraged to apply, as well as non-Indigenous jobseekers with a demonstrated commitment to working with Aboriginal and Torres Strait Islander peoples. The successful applicant will need to demonstrate a knowledge and understanding of Aboriginal and Torres Strait Islander Peoples and display respect and dignity in all their dealings with staff and residents.

Further, the **RecruitAbility** scheme applies to this vacancy. Under the RecruitAbility you will be invited to participate in further assessment activity for the vacancy if you choose to apply under RecruitAbility; declare you have a disability; and meet the minimum requirements for the position. For more information on the RecruitAbility scheme please follow this link:  [[APSC Recruitability scheme guide applicants](https://www.apsc.gov.au/working-aps/diversity-and-inclusion/disability/recruitability/recruitability-scheme-guide-applicants)](https://www.apsc.gov.au/recruitability-scheme-guide-applicants).

**Eligibility**

* Be an Australian Citizen
* Undergo a Satisfactory National Criminal History Check (prior to engagement)
* Meet Fitness for Duty requirements (prior to engagement)
* Hold or obtain relevant qualifications.

**How to apply**

* Complete the **Application Form** available from our website [www.ahl.gov.au/employment](http://www.ahl.gov.au/employment)
* Email your current **Resume** and completed **Application Form** to [applications@ahl.gov.au](mailto:applications@ahl.gov.au) by 11:59pm AEST on **11 May 2025**.
* Please include your name and the job reference (VN4225) in the subject of your email.