

CAREER FACT SHEET

Debt Collectors

Snapshot

Debt Collectors collect consumer, commercial, insurance and other forms of debt for clients, make arrangements to settle overdue accounts, formalise payment arrangements and follow up until accounts are fully paid.

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|---|-------------------|
| How many are employed in this occupation? | 4,100 |
| What are the average weekly earnings for full time workers? | \$1,331 |
| How does unemployment compare with other occupations? | Average |
| What are the job prospects for this occupation? | Low |
| What will be the likely future employment growth for the next five years? | Relatively Steady |

Main employing industries

Administrative and Support Services; Public Administration and Safety; Financial and Insurance Services; Professional, Scientific and Technical Services

Tasks

This occupation may include associated occupations with varying tasks.

- liaising with clients, credit staff, accounts receivable departments, process servers, private investigators, barristers and solicitors to find solutions to payment problems
- identifying, locating and notifying debtors of overdue accounts in writing, by telephoning and in person, and arranging for payments to be made
- tracing addresses of debtors who have moved
- arranging new repayment plans for debtors having difficulties making existing repayments
- referring debtors' disputes to creditors
- issuing instructions for the commencement of legal action and enforcement to recover money
- arranging for money and goods collected to be transferred to creditors' possession, and preparing statements of account for creditors
- recording amounts collected and noting any further action required
- complying with debt collection guidelines and relevant legislation

INDUSTRY OVERVIEW

Administrative and Support Services

If you like to help others and enjoy working with computers, phones and other office equipment, then the administration, clerical and support services field could suit you. You'd need to be a good communicator and be well organised, cooperative and flexible. Some of the tasks you may be given would be to: respond to internal or external enquiries; set up schedules and office systems; book meeting rooms; take minutes; manage records and basic accounts and maintain databases. Specific duties would depend on the field you are employed in. There are many opportunities in the medical, automotive, business, education and tourism fields, to name just a few. However, most businesses need administrative staff, so the possibilities are almost endless.

Possible job pathways include

- Call or Contact Centre Workers
- Debt Collectors
- Betting Clerks
- Filing and Registry Clerks
- General Clerks
- Human Resource Professionals
- Other Clerical & Administrative Workers
- Telemarketers



Administrative and Support Services

For more information visit skillsroad.com.au