

Debt Resolution Officer

Office of State Revenue / Brisbane City and Ipswich

Salary: \$76,480 - \$83,861 per annum

Location: Brisbane City and Ipswich

REF: QLD/387664/21

Duties/Abilities: In this role, you will work in a collaborative team to deliver excellent debt resolution and collection services. Working in a rostered environment, you will apply solid judgement, analysis and decision making to exercise delegations, evaluate and determine appropriate collections, debt resolution and enforcement actions.

We have multiple opportunities available in Ipswich and Brisbane for debt resolution officers to work across different areas of the enforcement and engagement teams and the debt resolution team. Some of these opportunities may include the potential to work in the area of field enforcement. In the role of debt resolution officer, you will engage with clients and negotiate outcomes in challenging circumstances, including resolving escalations from within the team. You will play a vital role in providing first point of contact support for team members and will recommend solutions to the leadership team.

Queensland Treasury is committed to building an inclusive and diverse workforce that reflects the community we serve and treating all applicants equitably. This starts with recruitment including making reasonable adjustments to support applicants at all stages of the process. The methods used in the recruitment for a role may vary, but the sorts of processes used may include: online application form, online cognitive testing, work test, video interview, written response task, assessment centre, in-person interview.

We welcome applicants to share with the hiring manager or People and Culture team (TreasuryInclusion@treasury.qld.gov.au, 07 3035 3212) any health condition, impairment, and/or cultural/linguistic background, so that we may make any necessary adjustments to enable you to equitably participate in the recruitment process.

For further information about this position and details on how to apply, please visit the Queensland Government Smart Jobs and Careers website www.smartjobs.qld.gov.au

Enquiries: Matthew White – Phone: (07) 3035 3624

To apply please visit www.smartjobs.qld.gov.au

Closing Date: Thursday, 30 September 2021



**Queensland
Government**