

POSITION DESCRIPTION

CUSTOMER SERVICE OFFICER

Avanti Finance Group is a privately owned non-bank lender operating across Australia, and New Zealand. We are on a growth mission to lead and inspire our industry through innovation, and the development of exceptional financial services products whilst fostering a motivated and engaged workplace culture that is centered around personal growth and high performance.

This role is reporting to the Customer Experience Manager.

The purpose of this role is to support BFS and Avanti Finance Group ('The Group') retail and wholesale business operations by assisting in ongoing administration and customer service to the dealer / broker network and retail customers.

IN THIS ROLE, YOU WILL:

Do-the-Doing

- Assisting existing commercial and consumer customers their queries, either by phone or email.
- Processing payment allocations.
- Issuing customer service documentation as appropriate in line with policies, procedures and guidelines (including loan statements and payout letters).
- Provide support and backup for administrative functions for customers post loan origination as required, including but not limited to:
 - Registration / discharge of loan securities.
 - Financial administrative functions e.g., reversals, refunds, write-downs.
- Updating and maintaining customer details.
- PPSR releases and extensions.
- Ensuring service levels are met in terms of turnaround, and response times.
- Assist current customers with comprehensive insurance policy requirements such as claims, unpaid or expired policies and security variation/asset swaps.
- To provide other supporting administrative tasks as required and handle general enquiries to assist the team in achieving overall goals.
- Assisting & supporting other departments as and when required.

Always Ensure Integrity, Risk and Compliance

- Apply a risk and compliance lens, ensure legal adherence, and manage all day-to-day risks through the appropriate channels.
- Operate with integrity by upholding high standards in compliance and risk management through adherence to the three lines of defence model.

Living Our Values: Relentlessly Helpful, Do What's Right, People First

- Be a team player and follow your manager's reasonable instructions, performing additional duties as needed.

- Bring your whole self every day, to proactively promote a wellness, inclusive, health and safety conscious culture at Avanti.

THE SUCCESSFUL CANDIDATE WILL HAVE:

- Experience in banking and / or finance industries, in a similar role including customer service.
- Preferred experience in Asset Finance.
- Intermediate skills in the Microsoft Suite including Word and Excel.
- Attention to detail with an analytical approach and strong communication.
- Excellent time-management skills with an ability to work in a high paced environment.
- Strong communication skills, relationship building and management skills, and confident telephone manner.
- Team player with a collaborative work style.
- Be masterful at multi-tasking and keeping pace in a dynamic and fast paced environment. Roll your sleeves up and get stuck in with a one-team approach.
- Excellent work ethic and self-motivated, with interests in ongoing personal development.
- Strong verbal and written communication skills.

THE FOCUS CAPABILITIES THIS ROLE WILL DISPLAY AND BE MEASURED BY ARE:

The focus capabilities for this role are the capabilities someone new to the role should immediately be able to demonstrate competency in. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and are reviewed annually as part of the Group’s Capability Framework.

Embracing Change fosters agility and resilience. Our ability to anticipate, embrace and adapt to new opportunities, including technology and new ways of working enables us to succeed and grow sustainably in today’s rapidly evolving landscape.

We demonstrate **Standards of Work** through being willing compliers of regulatory requirements and our ongoing commitment to prioritising quality work practices, we ensure our business is sustainable and our customers can trust us.

We **Use Our Initiative** by taking ownership of our work, and willingly contribute ideas and new ways of thinking. We seize opportunities early, anticipate issues before they become problems and acts with a sense of urgency to achieve results.

Active Collaboration creates a supportive and productive environment. We work together by having a common goal, sharing knowledge, expertise, and resources. This is how we foster creativity, innovation, and success.

We **Provide Customer Solutions** through understanding customer needs, defining requirements and ensuring the right expertise is applied. We utilise our knowledge base of products and services and invite customers to explore options.

We take responsibility for our actions and decisions. **Being Accountable** allows us to work



towards the same goals and objectives. It ensures that as individuals and as an organisation we hold ourselves to a high standard of conduct.

OPERATIONAL DETAIL:

Location	Sydney office
Department	Operations and Collections
Reporting to	Customer Experience Manager
Direct reports	This role has no direct reports
Internal relationships	All members of the BFS Avanti Finance team.
External relationships	Brokers, Introducers, Dealers and Mortgage Advisors.