

Position Description

Overpayment Support Advisor

Reports to Team Leader, Specialised Services	Location Wellington	Band 13	Date March 2025
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Role overview

Overpayment Support Advisors are responsible for communicating with school administrators and school employees to advise of overpayments and supporting them through the recovery and repayment process. They are responsible for the administration of the debt database, managing of overpayment recovery process, the disbursements of recovered monies.

Key responsibilities and accountabilities

Debt recovery	Engages with schools and school employees on the nature of overpayments and appropriate repayment options Administer agreed repayment approach Follows the appropriate policies and procedures in the recovery of overpayments
Administration	Carries out all administration duties related to debt management including disbursement of recovered monies to schools, the Ministry of Education and school employees as appropriate Maintains the debt database through the overpayment, recovery and disbursement process
Customer service	Build, develop, and maintain positive customer relationships Proactively support customers professionally and with empathy via multiple communications channels including phone and email Manage overpayments end to end, complying with service standards, including keeping customers informed throughout the process Provide accurate information to customers in a timely manner, including specialist knowledge to resolve overpayment requests, queries and escalations Escalate customer support to seniors and team leader when required Support customers to understand the overpayment recovery process

Information handling	<p>Ensure accurate data entry and records are maintained to audit standards</p> <p>Processes soft and hard records to ensure all activities are executed accurately and in a timely manner</p> <p>Ensure up to date information is available to customers</p> <p>Review documentation for accuracy</p> <p>Ensure privacy and security principles are adhered to</p> <p>Contribute to monthly reporting metrics to meet Education Payroll's service level agreements</p>
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Leadership expectations

The following leadership expectations apply to this role.

Lead self	<p>Demonstrate Education Payroll values:</p> <ul style="list-style-type: none"> • Ako Learning & improving • Mahi tahi working together • Aro ki te kiritaki Customer focus. <p>Maintain positive relationships.</p> <p>Hold yourself accountable.</p> <p>Be agile and adaptive.</p> <p>Show courage.</p>
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Required experience, skills and knowledge

To be successful in this position you will need:

- customer service experience
- good written and verbal communication skills
- ability to negotiate with empathy and patience
- attention to detail
- intermediate knowledge of Microsoft Office Suite
- willingness to learn and understand payroll and payroll legislation, particularly debt recovery
- basic understanding of mathematics
- ability to multi-task.