



Immaculata Secondary School, Soweto

VACANCY: COLLECTIONS CONTROLLER

To start as soon as possible

Immaculata Secondary School is a proudly Christian, values-driven school located in the heart of Diepsloot, Soweto. We are seeking a dedicated and professional Collections Controller to join our Finance Team, who will not only manage financial processes but also uphold the dignity and pastoral care that define our school's ethos when engaging with our parent community.

Purpose of the Job

The Collections Controller focuses on collecting school fees and outstanding debts from parents in a professional, empathetic, and efficient manner. Responsibilities include locating and contacting debtors to enquire about their payment status, planning and implementing a course of action to recover overdue accounts, and meticulously tracking all outstanding debt, all while maintaining respectful relationships aligned with our Catholic values.

Key responsibilities

Debt Management System Interface:

- Call account payers/parents at the beginning of the academic year to agree on payment particulars (monthly, per term, or once-off) and capture the payment agreement accurately.
- Follow up with account payers/parents to confirm that payment agreements are reached and adhered to.
- Update the system promptly whenever account payer/parent information or contact details have changed.

Debt Collection:

- Monitor accounts on the system monthly to actively manage and reduce outstanding debts.
- Work according to a structured call schedule to ensure consistent follow-ups.
- Locate and contact account payers/parents whose accounts are in arrears to discuss outstanding debts and negotiate debt recovery solutions such as payment deadlines or manageable payment plans.
- Arrange for payments to be made, negotiating appropriate recovery strategies while exercising patience and understanding in line with the school's pastoral approach.
- Monitor and manage all broken payment arrangements within the set target time frames, updating the system to reflect current statuses.

Tracking outstanding debt:

- Call all account holders, including those with overdue accounts, and negotiate payment arrangements, updating the system as necessary.

- Follow up on outstanding payments within 5 days of the agreed date to ensure compliance.
- Follow up on payments not honoured within the set target time frame and escalate accordingly.
- Place holds on accounts that are not paid, strictly in consultation with Management, ensuring fairness and procedural compliance.

Minimum requirements

- **Education:** Grade 12 / National Senior Certificate (NQF Level 4). A tertiary qualification in Finance or Accounting will be an added advantage.
- **Experience:** Minimum of 3 years' experience as a Collections Agent/Controller, with at least 1 year of experience.

Key competencies and attributes

- Strong negotiation, persuasion, and conflict-resolution skills.
- Excellent written, verbal, and interpersonal communication skills.
- Exceptional organisational and time-management abilities.
- High level of integrity, professionalism, and confidentiality.
- Ability to remain calm, empathetic, and solution-oriented when dealing with challenging conversations.
- Commitment to working within a Catholic, values-driven school environment, with respect for the school's traditions, ethos, and the dignity of every individual.
- Proficiency in debt management software and MS Office Suite.
- Willingness to obtain clearance through the Child Protection Act and Sexual Offenses Register.

Apply

If you are a motivated finance professional who shares our commitment to excellence and community values, please submit a short CV with two contactable references to principal@immaculata.org.za.

Please clearly state "Collections Controller Application" in the subject line of your email.

Closing date: 16h00 on 26 July 2026

The school reserves the right not to make an appointment. Submission of an application does not in itself entitle the applicant to an interview.

Immaculata Secondary School, in line with POPIA (Protection of Personal Information Act), will attempt to ensure the confidentiality of all applicants. All reasonable measures will be in place to protect personal information; however, data will be used in the recruitment, selection, and reporting process. By submitting your application, you are recognising and accepting this disclaimer.

