

POSITION DESCRIPTION: Litigation Coordinator (Resolutions)

Approval Date

Business Unit	Resolutions	Location	Napier
Reporting to	CFO	Direct Reports	

Job Purpose

The Litigation Coordinator is a key member of the Resolutions team, responsible for managing and coordinating litigation activities that support the recovery of outstanding debts on behalf of our clients. Acting as the central point of contact between clients, customers, courts, and third-party legal partners, this role ensures legal proceedings are executed efficiently, professionally, and in alignment with our debt resolution process. By promoting litigation services and guiding clients through legal escalation, the Litigation Coordinator plays a pivotal role in maximizing recovery outcomes, enhancing client satisfaction, and positioning litigation as a strategic extension of our overall collection approach.

Company Values

The Litigation Coordinator will be expected to operate in line with our company values which are:

- Integrity: Do what is right
- Team: Working together to achieve the best outcome
- Customer driven: Help people to resolve problems
- Passion: Bring high energy to everything we do

Relationships

Internal	External
<ul style="list-style-type: none"> • Resolutions Operations Manager • Resolutions Team members • Finance Team 	<ul style="list-style-type: none"> • Clients • Customers • Litigation Partners

Key Accountabilities

Accountabilities	Performance Measures
Business as usual	
<ul style="list-style-type: none"> • Coordinate litigation workflows across clients, customers, courts, and third-party legal partners to support timely and effective debt recovery. • Liaise with external legal providers to initiate, monitor, and manage legal proceedings, ensuring alignment with contractual obligations and client expectations. • Promote litigation services to clients, clearly articulating the benefits of legal escalation as a strategic next step in the debt collection process. • Support client communications by summarizing litigation options, timelines, and outcomes in a clear and professional manner. 	<ul style="list-style-type: none"> • Litigation initiation rate - Percentage of eligible accounts successfully transitioned to litigation within defined timeframes. • Documentation accuracy: Error rate in submitted legal documents and court filings. • Stakeholder communication: Timeliness and quality of updates provided to clients, legal partners, and internal teams. • Client/litigation partner engagement feedback. • Facilitating effective customer conversations aiming for resolution – Voice of Customer. • PTP Kept (PTPK) results 70%

Accountabilities	Performance Measures
<ul style="list-style-type: none"> • Prepare and review documentation required for litigation, including statements of claim and default judgements ensuring accuracy and compliance. • Track case progress and outcomes, maintaining up-to-date records in internal systems and providing regular status updates to stakeholders. • Support client communications by summarizing litigation options, timelines, and outcomes in a clear and professional manner. • Ensure compliance with relevant legal and regulatory requirements throughout the litigation process. • Collaborate with internal teams to transition accounts from resolutions team to litigation, ensuring seamless handover and continuity of information. • Identify process improvements to enhance efficiency, reduce turnaround times, and improve client and customer experience in litigation-related matters. 	
Personal development	
<ul style="list-style-type: none"> • Attends relevant professional courses and programs in consultation with management 	<ul style="list-style-type: none"> • Achieve required growth as determined in discussion with, and by, management
Health & Safety	
<ul style="list-style-type: none"> • Ensures own safety and the safety of others within the company • Prompts and openly discusses H&S at team meetings • Follows all 'best practice' safe work procedures, practices and instructions • Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness • Ensures their work area is free of potential hazards 	<ul style="list-style-type: none"> • Meet standards as determined by Management and/or the company H&S Officer
General	
<ul style="list-style-type: none"> • Any other minor duties as and when required to ensure continuity of business 	

Qualifications and Experience

Essential Experience

- Exceptional attention to detail and accuracy in preparing and reviewing legal documentation.
- Strong written and verbal communication skills, with the ability to produce clear, professional client-facing summaries and legal correspondence.
- Advanced literacy and comprehension, particularly in interpreting legal language and procedural requirements.
- Effective case management abilities, including handling multiple files, deadlines, and priorities simultaneously.
- Proficiency in Microsoft Office tools, especially Outlook, Word, and Excel, for documentation, scheduling, and reporting.
- Analytical thinking and sound judgment, with the ability to identify issues, assess risks, and propose practical solutions.

Preferred Experience

- Prior experience in a legal exec, litigation support, legal coordination, or debt recovery role would be beneficial.
- Understanding of debt collection litigation options and processes would be beneficial.
- Relevant Legal Tertiary Qualification would be beneficial.

Specific Requirements

- Legal right to work in NZ as defined by Immigration NZ

Competencies

Integrity – Do what is right

- **Accuracy and Attention to detail** – Understands the impact of poor data entry and the overheads it creates on others by ensuring that all administration tasks on files are carried out to a high degree of accuracy.
- **Performance to Target** – Makes sure work is done correctly, on time, and to target.
- **Personal Work Standards** – Exhibits high personal work standards, and internally motivated to consistently achieve them.
- **Communication Skills (Verbal)** – Orally communicates ideas and information so that they are clearly understood by others in formal or informal situations.
- **Communications Skills (Written)** – Clear, concise, and grammatically correct common-language communication that is easily understood by recipients.
- **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.
- **Negotiation** – Explores interests and alternatives to reach results that gain the support and acceptance of all parties. Wins concessions without damaging relationships.

Team – Work together to achieve the best outcome

- **Interacting with People** – Relates well with people from a wide variety of backgrounds.
- **Developing Teams** – Encourages collaboration among team members and between teams. Inspires team spirit and the commitment to achieve high standards of performance.
- **Developing People** – Supports an environment that fosters learning, growth and development to improve the company's capability to achieve the strategic vision.
- **Networking** – Builds strong working relationships with others within and outside one's team, enlisting the support of both people and resources to facilitate completion of tasks.

Customer driven – Help people to resolve problems

- **Customer Service** – Understands the requirements of our clients and has the ability to maintain appropriate levels of client contact to meet servicing requirements of the role. Where required, confidently handles client enquires in a timely and professional manner.
- **Customer Operations** – Understands the basics of how customers operate their business, and uses this information to develop proposals for strategic goals.
- **General Business Acumen** – Understands risks and opportunities of business and applies this knowledge in a manner that is likely to lead to a good outcome.
- **Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs, and comprehends the customer's position finding innovative and cost effective solutions to problems.

Passion – Bring high-energy to everything we do

- **Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.
- **Building Competitive Advantage** – Drives performance by supporting a high performance culture. Supports a culture sensitive to the impact individual actions have on company success.
- **Commitment to Excel** – Challenges self and others to exceed standards and achieve extraordinary results. Is not easily deterred when obstacles or delays are encountered.
- **Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.

Terms of Employment

The terms of appointment will be subject to an Individual Employment Agreement, and annual performance objectives to be negotiated with your manager.

The position description is valid upon sign off by the Manager and acceptance of the position by the Employee.

Agreed

Employee

Manager

Signed: _____

Signed: _____

Name: _____

Name: _____

Date: _____

Date: _____