



World Class Service...  
Guaranteed!



## Salary Survey Questionnaire

**Consultant:** \_\_\_\_\_

### Where is your company situated?

- |   |                          |   |                          |
|---|--------------------------|---|--------------------------|
| 1. CBD & Nth Sydney                           | <input type="checkbox"/> | 3. North Ryde, North West & N Suburbs   | <input type="checkbox"/> |
| 2. South & East (Pyrmont, Botany, Mascot etc) | <input type="checkbox"/> | 4. West (Homebush, Parramatta, E Creek) | <input type="checkbox"/> |

### Which industry are you in?

- |   |                          |   |                          |
|---|--------------------------|---|--------------------------|
| Financial Services, Insurance, Telco, Utilities, Mercantile | <input type="checkbox"/> | Hospitality, Travel, Healthcare, Security, Other Services | <input type="checkbox"/> |
| Manufacturing & Distribution                                | <input type="checkbox"/> | IT & Computer   | <input type="checkbox"/> |
| Freight & Transport, Other                                  | <input type="checkbox"/> | Professional Services                                     | <input type="checkbox"/> |
| Building & Construction                                     | <input type="checkbox"/> | Publishing & Printing                                     | <input type="checkbox"/> |

### In the next salary review is the company expecting salaries :

- Increase       Decrease       Stay the Same

**When is your next salary review?** \_\_\_\_\_

**Would you like a copy of this report to assist you with your review?** Yes  No

### Will salaries, if increasing, be: (CPI currently 3% - Sydney)

- Less than CPI       CPI       More than CPI

### In the next 12 months are you expecting your head count to:

- Increase       Decrease       Stay the Same

### Over the past 2 years has your credit team and/or collections team:

- Increased       Decreased       Stayed the Same

**Have you recruited new staff over the past 12 months?** Yes  No

**If yes, job title:** \_\_\_\_\_

### What resources did you use to recruit these people?

- |                             |                          |                      |                          |
|-----------------------------|--------------------------|----------------------|--------------------------|
| Own advertising             | <input type="checkbox"/> | Internal Appointment | <input type="checkbox"/> |
| Internet (SEEK / My Career) | <input type="checkbox"/> | Credit Recruitment   | <input type="checkbox"/> |
| Local Paper                 | <input type="checkbox"/> | Another Agency       | <input type="checkbox"/> |

### Which resources provided you with the most appropriate candidates?

\_\_\_\_\_



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**Do you expect to use credit/collection temporary staff in the next 12 months?**

Yes  No

**If yes, for what reason:**

- |                      |                          |                  |                          |
|----------------------|--------------------------|------------------|--------------------------|
| Ease backlog of work | <input type="checkbox"/> | Maternity leave  | <input type="checkbox"/> |
| Financial year end   | <input type="checkbox"/> | Projects         | <input type="checkbox"/> |
| Head count freeze    | <input type="checkbox"/> | Seasonal periods | <input type="checkbox"/> |
| Holiday cover        | <input type="checkbox"/> | Sick leave cover | <input type="checkbox"/> |

**Current Market Issue Questions :-**

What was the % attrition for your credit team \_\_\_\_\_%

What is the realistic desired level ? \_\_\_\_\_?

**What are you doing to retain your staff ?**

- |  |                          |
|--|--------------------------|
| Offering flexible working hours  | <input type="checkbox"/> |
| Increasing salaries  | <input type="checkbox"/> |
| Providing more opportunity for promotion   | <input type="checkbox"/> |
| Offering work life balance opportunities<br>(such as external study, child minding facilities) | <input type="checkbox"/> |

Please specify \_\_\_\_\_

**Trainees**

Are you or do you plan to hire inexperienced staff and train them from the beginning?

Yes  No  Why not? \_\_\_\_\_

<b>Credit Control Positions:</b>	<b>No</b>	<b>Base Salary</b>	<b>Benefits (super/bonus/profit share etc)</b>
Team Leader, Supervisor			
Credit Controller			
Credit Officer			
Credit Support Officer/AR Clerk			

<b>Collections Positions</b>	<b>No</b>	<b>Base Salary</b>	<b>Benefits (super/bonus/profit share etc)</b>
Team Leader, Supervisor			



Service...  
No. of jobs...

Collections Officer Back End (90 + days)			
Collections Officer Front End (0 – 90 days)			
Skip Tracer			

Lending/Credit Analyst/Risk Assessment Roles	No	Base Salary	Benefits ( super / bonus / profit share / etc)
Team Leader, Supervisor			
Lending Credit Analyst Commercial			
Lending Credit Analyst Consumer – DLA \$25k +			
Lending Credit Analyst Consumer – DLA \$0k -\$25k			

**Credit, Collections and lending Manager**

**Salary details**

(Total salary pkg includes gross monies received + any measurable and/or guaranteed benefits where fringe benefit tax is applicable)

**Base salary** \_\_\_\_\_ **Superannuation** \_\_\_\_\_

**Vehicle (value of fringe benefit)** \_\_\_\_\_

**Other (value of fringe benefit)** \_\_\_\_\_

**TOTAL SALARY PACKAGE** \_\_\_\_\_ If a bonus is guaranteed please add to the Total Salary Package figure.

**Bonus/Profit Share (add to Package)** \_\_\_\_\_

**Performance related bonus** \_\_\_\_\_

**Who does the credit, collections or lending manager report to?** \_\_\_\_\_

**How many people report to the credit, collections or lending manager?** \_\_\_\_\_

**What is the annual turnover of the company?** \_\_\_\_\_