

Job Description

Position:	Credit Controller
Job Overview:	Credit Control, ensuring monthly term and collection targets are met in accordance with company policy.
Principle Interactions	<ul style="list-style-type: none"> (i) Reporting to the Financial Controller (ii) Interaction with Finance and Sales team (iii) Interaction with external customers
Scope of work	<p>The Credit Controller is responsible for :</p> <ul style="list-style-type: none"> • To manage and reduce aged debt by raising customer awareness primarily via telephone but also letters and emails. • Pursue all debts over 30 days if applicable and ensure effective follow up and resolution. • Produce for circulation to all managers and sales reps weekly collection reports on payments and queries. • Escalate problem accounts /bad debts to the Financial Controller/ CFO and Head of Sales. • Prepare all court documents and liaise with the courts regarding legal action against the customer. • Liaising with the Sales team to ensure customer queries are resolved in a timely manner. • Review weekly meeting with the Financial Controller and Head of Sales as to updates on all customer queries. • Liaise with the accounts assistant on payments being received in the bank. • Send out all copy invoices as and when required. • Allocations of payments/credits • Taking credit card payments over the phone for all brands • Record all action taken on the customer account on the comm log on system. • Build strong relationships with customers
Skills and experience	<ul style="list-style-type: none"> • A good understanding of the basic concepts of Credit Management • Well organised with the ability to meet deadlines • Ability to prioritise and handle more than one task at a time. • Ability to act on own initiative. • Good telephone manner, proficient in telephone cash collection techniques. • Professional and confident. • Ability to command respect from peers. • Computer skills - essential packages: Word, Excel and Outlook.
Personal Characteristics	<ul style="list-style-type: none"> • Friendly outgoing personality • Works well under pressure. • Works well both in a team and individually. • Well organized and the ability to meet to deadlines. • Good communicator and listener. • Ability to act on own initiative. • People person