

## **Job Description – Credit Controller**

**Job Title:** Credit Controller

**Reporting to:** Financial Controller

**Hours of Work:** 37.5 hours per week between 08:00am and 5:00pm with a degree of flexibility required to meet the demands of the business.

**Main Purpose of Job:** To deliver the full range of credit control, sales ledger, credit management, and customer support duties for a wide and varied customer base.

### **Main Duties and Responsibilities:**

- To meet the monthly target set in terms of credit control – confirming payments by BACS, cheque, or card and arranging collection of cheques by drivers where necessary.
- Chasing overdue invoices by telephone, email and letter within agreed timescales.
- Deal with customers with high volume of invoices, ensuring queries are dealt with in a timely and efficient manner in order to maximise cashflow.
- Work through Daily Delivery/On Stop report, releasing orders for delivery subject to obtaining payments for overdue debt and adherence with credit policy.
- To act as the principal contact point on financial matters for all of our customers.
- Relationship management – dealing with our range of customers sensitively in order to secure the future of the business in a competitive market.
- Negotiation with customers to resolve outstanding issues and secure payment of overdue debt. Reduce the aged debt in line with individual and departmental monthly targets.
- Monitor ledger to identify customers reaching credit limit – obtain authorisation to exceed limit or secure payment to reduce balance.
- Liaise with account managers and External Sales team regarding overdue accounts
- Opening new customer accounts and running credit reports ensuring all information is received to pass to Financial Controller for marking credit limit on account.
- Produce letters to both new and existing customers to advise of credit facilities and any alterations to existing facilities.
- Generate all documentation, such as invoices and credit notes on a daily basis and statements on a monthly basis.
- Review current processes and suggest improvements to increase efficiencies and improve working practices.
- Any other duties as allocated by the Financial Controller or Finance Director.

**Key Skills / Attributes:**

- **Credit control experience.**
- **Strong team player.**
- **Experience of dealing with Key Accounts: both in terms of volume of transactions and complexity.**
- **Excellent communication skills at all levels, both verbal and written.**
- **Able to work to deadlines and achieve results under pressure.**
- **Able to prioritise and organise own work load.**
- **Problem solving ability.**
- **Commercial and business awareness.**
- **Ability to remain professional and calm in a pressurised environment.**
- **Numerate and literate.**
- **Excellent IT skills in Excel/Word/Outlook/Sales ledger systems.**
- **Experience in SAP desirable but not essential.**