

JOB TITLE – Credit Controller

REPORTS TO – Head of Credit Control

LOCATION - Denham

DEPARTMENT– Finance

SCOPE OF JOB - Credit control within the UK and EU market

PURPOSE - To maximising cashflow and minimising financial risk within a Credit Control environment

RESPONSIBILITIES

- Management of UK and EU customer accounts
- Close communication with the Sales Manager for awareness of issues effecting the sales ledger
- Chasing of overdue debt by telephone, E-Mail and Dunning letters with agreed timescales
- To follow Brand's credit control guidelines and procedures
- Ensure good record keeping satisfactory to audit and legal requirement.
- Manage an effective process of credit assessment
- Deal promptly with internal and external queries about payment
- Ensure customers pay to agreed terms and negotiate repayment plans when necessary
- Meet cash targets as set by Management
- Maintain accurate records of chasing activity
- Identify changes in payment patterns and propose actions to avoid indebtedness
- Provide adhoc reporting as and when required by Management
- Maintain highly accurate transaction postings to the sales ledger
- Awareness of credit issues and knowledge of the customers and help in recovery of debts.
- To improve work methods and ensure prompt and accurate invoicing
- Manage outsourcing of legal and debt collection on difficult slow payers
- To accurately record and enter currency and sterling cash received either by cheque or direct Bank transfer.
- To ensure all entries reconcile daily between receipts and ledger allocations.
- To maintain notes on Mertex system of all customer communication so that others looking at an account can understand why and when a customer is overdue.
- To review order held reports and release only on payment received or justifiable credit analysis. Calls to all customer held orders must be made so the customer is aware of a delay in delivery and have a chance to resolve the matter
- To cover all areas of the credit control department as and when required.
- Other duties as required

MEASURES OF SUCCESS

- Overall profitability of the Company and revenue increase
- Low bad debt and DSO

CONNECTING WITH OTHERS

(Detail your working contacts within and outside the organisation, indicating the purpose of the contact)

- Finance
- Customer Services
- Sales

QUALIFICATION

- 5 GCSE A-C Grade or equivalent

EXPERIENCE & SKILLS

- Credit Control Experience
- Excel and Word skills to a good standard.
- Good communication skills (verbal and written); professional telephone manner
- Good level of analytical ability to resolve issues
- Highly customer focused; good customer service skills
- Effective organisation and planning skills, able to plan and prioritise own workload to meet deadlines
- Good team-working skills, able to maintain effective working relationships with colleagues in the team
- Good attention to detail
- Highly numerate and with excellent reconciliation skills.
- Compliant; understands and is able to comply with internal controls and policies

BEHAVIOURS

Collaborative, Customer Focused, Proactive, Organised, Adaptable, Conscientious, Innovative, Attention to detail, Approachable

FOR LINE MANAGER ROLES ONLY

TOTAL EMPLOYEES –	DIRECT REPORTS –
COST RESPONSIBILITY –	REVENUE RESPONSIBILITY –
INFLUENCE –	

I agree within reason to undertake other duties over and above those listed in the job description.