

POSITION DESCRIPTION: Credit Controller

LOCATION: Chandlers Ford

POSITION PURPOSE: To ensure timely collection of monies and maintenance of sales ledger accounts. The Credit Controller will be responsible for managing the credit and collections process to ensure timely payments from customers, minimise bad debts, and maintain positive cash flow.

RESPONSIBLE TO: Credit Control Manager

REGULAR CONTACTS: **External** Customer contacts across accounts and operational teams

Internal Group Financial Controller
Credit Control Manager
Credit control team
Management accounts team
Bought ledger team
Operational contacts across the Company
Client services team

MAIN RESPONSIBILITIES:

- Contribute to the development of Credit Control procedures, driving down aged debt and improving overall DSO (day sales outstanding) figures.
- Ensure that the accounts are kept fully up to date, reconciled and housekeeping performed on a regular basis.
- Match off credit and payments in line with company policy and time frames, or as notified to customers.
- Promptly identify, record, and follow up any customer queries with internal colleagues to ensure these are resolved promptly and efficiently all the while ensuring high levels of customer service are maintained.
- Assist in the resolution of disputes from customers, liaising with the internal commercial teams in a positive and proactive manner.
- Resolving issues with EDI (electronic data interchange) uploads to various portals ensuring timely acceptance into them and following up on any rejections from EDI sites.
- Report to the Credit Control Manager any issues affecting the timely collection of overdue accounts in line with company policy.
- Authorise contracts prior to take on in line with company policy of request being submitted.
- Ensure that credit limits are adhered to, and reviews are conducted on a regularly basis.
- Monitor risk of customers through credit reference agencies and act on any changes informing the operational and client services team of such amendments
- Support and contribute to the process of continuous improvement, making suggestions in a constructive way to line manager.
- Highlight any areas where you do not feel that processes comply with Approved Business Processes, Credit Policy, and Corporate Governance requirements (i.e. GDPR) to line manager.

- Make proactive contact with customers by phone and email at whatever level the circumstances demand to obtain payment by the due date and in accordance with authorised payment terms and targets.
- Provide holiday cover to other team members as and when required.

The main responsibilities are outlined above. This is not a definitive list and other tasks/activities may be necessary as the Company's commercial activities require.

QUALIFICATIONS & EXPERIENCE:

Essential:

- Recent and demonstrable experience in Credit Control or similar role.
- Strong understanding and demonstrable experience of credit control principles and accounts receivable processes in a large organisation.
- Proven experience of Credit risk management.
- Computer literate. Be able to analyse data on Microsoft Packages to advanced levels with excel and preferably Dynamics. Proficient with accounting software.
- Evidence of knowledge of EDI requirements on various portals.
- Demonstrable experience of problem solving and handling dispute resolution.
- Experience of compliant record keeping, especially with regards to VAT.
- Ability to act proactively / be forward thinking whilst maintaining a methodical, attention to detail approach.
- Strong communication skills and ability to work as part of a wider team.
- Challenging approach to work (looking to drive improvements through an understanding of root causes and how they can be effectively implemented).
- Strong planning, time management and attention to detail.
- Ability to adapt own approach and priorities in line with changing business needs/priorities.
- Strong analytical skills.
- Good organisation skills.
- Familiarity with relevant laws and regulations related to credit control and debt collection.

Preferred:

- Experience of Microsoft Dynamics.
- CICM (Chartered Institute of Credit Management) Membership
- Experience with operating under framework agreements.