

## **JOB DESCRIPTION**

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**ROLE:** Credit Controller

**WORKING HOURS:** Monday to Friday, 09:00 to 18:00

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### **PRIMARY RESPONSIBILITIES**

To ensure that all debts are collected within their payment terms and in accordance to the targets which are set by the Group Financial Controller. All customers must work within their agreed credit limits and terms. There is a high volume of calls expected from the credit controllers and an average monthly call total would be in the region of 1,000 calls with a cash target of circa £2 million.

### **SECONDARY RESPONSIBILITIES**

- Maintain all records for the ledger, specifically ensuring that all calls are recorded on the system with diarised follow ups for either additional calls or payments
- Debtor analysis
- Release sales orders.
- Maintain credit limits for customers.
- Opening up new customer accounts.
- Due diligence for new customers.
- Liaise with Regional Sales Managers
- Cultivate and Develop excellent working relationships both internally and externally
- Work within the criteria set out by the Group Credit Manager and in line with KPI's set for the team and the Company
- Take legal action against slow payers/non payers.
- Additional work may be required when other members of the team are on holiday or out of the business for any reason.

### **ESSENTIAL EXPERIENCE**

- Credit Control experience 2 years plus
- Team player
- Motivated individual
- Organised and efficient
- Ability to ensure that tone and modulation during calls is one of professionalism whilst displaying the ability to be firm but pleasant
- Ability to be able to influence both internal and external customers in a calm, confident manner
- Ability to work under pressure
- Ability to follow through and see tasks through to a conclusion
- Ability to think for themselves and to be able to see the bigger picture
- Target driven
- Professional attitude and manner at all times
- Systems literate – Excel and Word
- Open to new challenges including learning new systems.