

## **JOB DESCRIPTION**

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**ROLE:** Credit Controller Manager

**SALARY AND BENEFITS:** Negotiable

**REPORTS TO:** Group Credit Manager - UK

**LOCATION:** Baroda, India

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### **PRIMARY RESPONSIBILITIES**

- The primary function of the Credit Controller Manager will be to ensure timely collection of all money borrowed or owed to the business and supervise the credit control team.
- Working under the direct supervision of the Group Credit Manager in the UK.
- Regular 1-2-1 with team members and setting objectives and targets

### **SECONDARY RESPONSIBILITIES**

- Timely and effective collection of all debts and customer's payments
- Maintaining contact with clients to ensure invoices are clear for payment
- Resolving queries both internally and externally around outstanding invoices
- Negotiating re-payment plans
- Providing accounts information to internal departments
- Where required initiate proceedings to ensure outstanding debts are brought to a satisfactory conclusion

### **ESSENTIAL EXPERIENCE, SKILLS AND ABILITIES**

- Graduate (preferably Commerce) with 9+ years of relevant experience in directly interacting with customers in a large client base environment
- Leadership & control work policy
- Strong communication skills for negotiation & reconciliation
- Ability to establish and maintain good client relationships, both internally and externally at all levels
- Ability to reconcile complex accounts and have excellent attention to detail
- Numerate and analytical
- Calm, confident manner to handle potentially uncomfortable conversation
- Ability to take initiative and complete tasks quickly and accurately
- Energetic, detailed oriented, able to adhere deadlines on a timely manner.
- Competence in Microsoft Office products, excel and accounting software programmes