

Job Title	Credit Controller
Department.	Finance
Location	Purfleet
Reports to (direct)	Credit Control Manager

Objective of the Role

You will be overseeing the collection of customer accounts in a manner that ensures high customer satisfaction, consistently monitoring debtor balances to ensure a reduction in debtors DSO is achieved. By complying with professional rules and codes of practice you will employ tact, professionalism and integrity when dealing with customers as well as exercising discretion and judgement and demonstrating a degree of autonomy. You will be tenacious and highly motivated to achieve aged debt goals.

Key Responsibilities:

- Take a proactive role in managing and collecting debts of company debtors
- Be the point of contact for all credit control issues for your ledger
- Attend meetings with large customers when required to discuss debt issues
- Attend Sales meetings when required to discuss customer debt issues
- Raise court paperwork if and when required. Ensure all court deadlines are achieved
- Ensure customers who are in liquidation processes are managed efficiently and to a satisfactory resolution
- Work closely with the cash allocations and invoicing teams to ensure a collaborative approach and high standards of work at all times
- Work closely with all departments across the division to resolve issues
- Provide cover for other members of the credit control team as and when required
- Keep detailed credit control notes on the system and regularly send customer statements
- Meet KPI's set by the line manager

Qualifications & Experience:

1. Experience of dealing with large multi-location blue chip clients
2. Must be able to demonstrate significant experience of dealing with technical and legal credit issues
3. Strong skills in communication, negotiation and influencing
4. Advanced Excel skills with the ability to analyse large volumes of data
5. Must be experienced in working to strict deadlines
6. CICM qualification would be an advantage

*** The above is not an exhaustive list but an outline of your duties. All Restore Datashred employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

COMPETENCIES

1. Problem solving.
2. Takes ownership of tasks
3. Attention to detail
4. Foster Teamwork

5. Management of Risk
6. Ability to extract all relevant information and to identify problems

COMPLIANCE RESPONSIBILITIES

- Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager
- Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

APPROVALS:

Line Manager

Name:

Signature:.....

Date:.....

Post Holder

Name:

Signature:.....

Date:.....