

Job Title	Credit Controller
Department.	Credit Control Department
Location	Redhill
Reports to (direct)	Receivable Manager- Tracey Rowland

MAIN PURPOSE OF JOB

Maximise cash flow. Liaise internally and externally to minimise the risk of bad debt. Responsible for managing, maintaining and liaising with 300-600 live public sector accounts. Eliminate or resolve issues delaying payment. Achieve monthly targets set by management

KEY TASKS

Systems: Sage 200, Credit Hound, O'Neil's, RS Invoicing, Microsoft Word, Excel 2010, Microsoft Teams, SharePoint (however full training will be provided)

- Responsible for between 300-600 **local authorities, central government and health services accounts**
- Maintaining individual debtor's ledger
- Working closely with customers to resolve purchase order/portal difficulties
- Chasing outstanding debtors by telephone, email and letters.
- Adding all notes to customer accounts
- Provide copy Invoices and statements as required
- Working closely with internal departments and sales managers.
- Dealing with and resolving customer account queries
- Daily, weekly meetings with internal teams
- Administering credit card payments
- Credit risk analysis and credit checks via Credit Safe
- Reporting daily to the Receivable's Manager
- Escalating to management all overdue debt if not paid within the agreed payment terms.
- Individual monthly/yearly targets
- Completing monthly comprehensive cash forecasts analysis

SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

Personal Specifications for this role would be to include but not be exclusive to as full training will be provided:

- Proficient skills in Microsoft applications namely Word and Excel
- Work on their own initiative and part of a team
- Work with customers and relevant departments to obtain timely cash collections.
- Remain calm under pressure.
- Good numeracy skills
- Sense of humour

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

OTHER INFORMATION

Restore Document Management is one of two divisions within Restore plc Restore manages millions of archive boxes of document files, film and computer tapes for many blue chip organisations, including: leading accountancy, corporate, financial, insurance, law and media firms, as well as local authorities, hospital trusts and other government bodies.

Restore Document Management part of Restore plc. Restore PLC is an AIM-listed support services company focussed on providing services to offices in the private and public sectors.

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:

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Signature:.....

Date:.....

Post Holder

Name:

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Signature:.....

Date:.....

The company reserve the right to amend or update this job description as the demands of the business develop.

Signed Job Description are to be returned to the HR Department and will be used as part of the Appraisal process

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