

## **Job Description**

**Job Title:** Senior Credit Controller

**Reports to:** Finance Controller

**Role Purpose:**

Chasing unpaid rents from tenants under Rent on Time product

**Duties & Responsibilities:**

- Producing daily report on arrears to the Senior Management Team
- Following procedure on debt chasing – including contacting tenants by telephone, email and text.
- Contacting guarantors when required.
- Passing information to Claims team once debt is no longer obtainable.
- Forming positive relationship with agents and passing on any relevant information to them when needed.
- Ensuring that all information entered into the ROT software system is kept up to date.
- Looking at methods/processes to improve the customer experience of Rent on Time
- Support in responding to customer queries and identifying ways of giving customers improved customer service
- Assisting with annual external audit
- Assisting with internal audit process
- Providing ad hoc support when required by the Financial Controller and Senior Management Team.
- Carry out any other tasks that may be required of you from your line manager

## **Person Specification**

**Attitude & Behaviour:**

- A real zest for life, enthusiasm, professionalism and a positive “can do” attitude
- Polite and courteous with all customers and colleagues
- Sincere, reliable and honest
- Methodical and organised
- A great team player
- Flexible during busy periods

**Knowledge, Skills & Experience:**

- Educated to GCSE standard including Maths and English
- Excellent grammar, both verbal and written
- Excellent computer skills with good working knowledge of all standard Microsoft programs
- Outstanding attention to detail
- Excellent telephone manner with the ability to build relationships
- Ability to solve own problems independently as they arise and be able to prioritise own workload effectively and efficiently.
- Ability to work under pressure and achieve targets
- Ability to communicate well at all levels both verbally and in writing