

## **Job Description**

**Job Title:** Credit Controller

**Reports to:** Finance Team Leader

### **Role Purpose:**

Support the Finance Manager by responding to customer invoice queries, amending invoices and processing special requirements and completing credit control duties.

### **Duties & Responsibilities:**

- Working closely with the Finance Team Leader to ensure smooth operation of all finance matters
- Resolving Invoice and Direct Debit queries by phone and email. Calling agents to resolve unsuccessful direct debit collections
- Processing customer special arrangements and amendments to invoices as required and ensure the relevant team members are informed of changes
- Preparing and Maintain large spreadsheets regarding debt control
- Controlling multiple debtor spreadsheet, each relating to different departments and products within the business
- Building relationships with customers to improve number of debtors and days outstanding
- Supporting the Finance Team Leader in preparation of monthly invoices to agents, and production of Agent Month End Report (AMER).
- Planning, organising and managing own workload to ensure your contribution to the company's monthly financial reporting process is achieved in a timely and accurate manner
- Assisting the implementation of new policies and procedures, and documenting them
- 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 computer skills with good working knowledge of all standard Microsoft programs. Advanced level of Microsoft Excel, or intermediate level with the expectation to become advanced level within the probation period.
- 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
- AAT qualified
- Strong working knowledge of Sage Accounts
- Sound understanding of accounting processes and procedures
- Awareness of the provisions of the Data Protection Act and be able to apply these within the organisation