

JOB DESCRIPTION

Job Title	Credit Controller – Level 2
Reports to	Credit and Billing Manager
Job Purpose	The main purpose of a Credit Controller (Level 2) is to manage medium-complexity accounts by ensuring prompt collections and resolving queries within the Company policy
Key Deliverables	Meet targets for accounts with moderate disputes and risk.
Key Accountabilities	<ul style="list-style-type: none"> • Ensuring timely collection of payments • Prompt and accurate cash allocation • Resolving queries promptly, ensuring the account is open for ongoing collections. • Strong reconciliation abilities • Accurate allocation of credit notes to invoices, when required • Maintaining accurate record and allocation of customer payments • Regular follow up as needed with both internal and external customers to ensure prompt cash collection.

PERSON SPECIFICATION

Knowledge and Experience	<ul style="list-style-type: none"> • Solid knowledge of credit control process end to end collection. • Experience dealing with Local Authorities and NHS is preferable. • The ability to keep calm under pressure. • The ability to maintain good working ethics both internally and externally. • Strong analytical problem-solving abilities. • Excellent excel skills; pivot tables, sumif, vlookup. • Be able to work in a team. • A proactive and solution-oriented mindset, with the ability to handle complex queries. • High level of accuracy and attention to detail in all aspects of credit control. • Commitment to providing a high standard of service and building strong relationships with customers. • Self motivated and able to work hybrid. • Excellent communication skills. • Strong organisational skills, incl. maintaining record of debt recovery efforts.
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