

JOB DESCRIPTION

Job Title	Credit Controller – Level 1
Reports to	Credit and Billing Manager
Job Purpose	The main purpose of a Credit Controller (Level 1) is to manage the debt of low risk accounts by ensuring prompt collections, accurate record keeping and resolving queries within the Company policy
Key Deliverables	Achieve monthly collection targets for straightforward accounts.
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. Escalating complex queries to senior team members. • Account reconciliation • 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"> • Basic knowledge of credit control process and end to end collection. • The ability to keep calm under pressure. • The ability to maintain good working ethics both internally and externally. • Good communication skills. • Analytical problem-solving abilities. • Good excel skills; pivot tables, sumif, vlookup. • Be able to work in a team. • Strong attention to detail. • Commitment to providing a high standard of service and building strong relationships with customers. • Self motivated and able to work hybrid. • Strong organisational skills, incl. maintaining record of debt recovery efforts.
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