

## JOB DESCRIPTION

<b>Job Title</b>	Credit Controller – Level 3
<b>Reports to</b>	Credit and Billing Manager
<b>Job Purpose</b>	The main purpose of a Credit Controller (Level 3) is to manage high-value, complex accounts ensuring prompt collections and resolving queries within the Company policy
<b>Key Deliverables</b>	Achieve strategic collection targets.
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• Overseeing collections for high-risk, complex accounts</li> <li>• Mentor junior team members</li> <li>• Ensuring timely collection of payments</li> <li>• Prompt and accurate cash allocation</li> <li>• Resolving queries promptly, ensuring the account is open for ongoing collections.</li> <li>• Strong reconciliation abilities</li> <li>• Accurate allocation of credit notes to invoices, when required</li> <li>• Maintaining accurate record and allocation of customer payments</li> <li>• Regular follow up as needed with both internal and external customers to ensure prompt cash collection.</li> </ul>

## PERSON SPECIFICATION

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