

JOB DESCRIPTION

Job Title	Credit Controller
Reports to	Credit Manager
Job Purpose	The main purpose of a Credit Controller is to manage the debt of the Company by ensuring prompt collections and resolving queries within the Company policy
Key Deliverables	Monthly targets provided need to be achieved and/or discussed with CM why they are not achievable
Key Accountabilities	- Ensuring timely collection of payments - 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 of customer payments - Regular follow up with both internal and external customers

PERSON SPECIFICATION

Knowledge and Experience	- Strong 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 - Excellent communication and negotiation skills. - Strong analytical problem-solving abilities - Excellent excel skills - 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 - Need excellent communication skills and be able to listen actively, with the ability to negotiate solutions with the customer - Strong organisational skills - Should be patient and able to remain calm in stressful situations - Be able to build and maintain relationship with customers - Should be able to maintain accurate records of customers payments and debt recovery efforts
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