



JOB DESCRIPTION

JOB TITLE: Credit Controller South East

REPORTING TO: Head of UK Credit Control

Objectives

Reporting to the Head of UK Credit Control, you will be committed to working as part of an effective team, working closely with the Sales and Operations to deliver against key targets. The primary objective of the role will be to bring down the debtor days and aged debt for the South East region, whilst ensuring an overall improvement in the processes associated with credit control.

Main duties and responsibilities (are to include the following but are not limited to)

- Liaise with high volume of debtors through e-mail, letter, and telephone
- Implement best practice for maintaining credit control target of zero aged debt over 90 days
- Allocation of payments to customer accounts ensuring any issues are followed up promptly
- Provide routine reporting on outstanding debtor balances to relevant stakeholders
- Coordinate regular debtors meetings with wider regional team, agreeing actions with Sales and Operations to resolve issues
- Support general maintenance of the AR ledger e.g. recommendations for write off's
- Maintaining accurate customer data at all times
- Work across multiple platforms, managing customer data and credit risk
- Support Head of UK Credit Control to develop Credit Control Shared Services team, providing adhoc support to other Credit Controllers

Key Skills/Experience:

- Experience of B2B/B2C credit environment
- Self-motivated, able to manage conflicting priorities and be very organised
- Strong computer skills including Excel. Experience of Nav would be advantageous
- You will have strong time management skills.
- Excellent communication skills, both written and verbal at all levels with a professional approach.
- Exceptional attention to detail and be able to work on your own initiative

PLACE OF WORK

The post will be based from Chertsey. There may be the requirement for occasional UK travel.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as required.