



## Role Profile Credit Controller

The Credit Controller is responsible for collecting outstanding debts from a range of customers throughout the UK and dealing with any associated queries and disputes that may arise through this process. You will work towards targets and deadlines in order to maximise cash collections. Excellent customer service and a respectful telephone manner are an integral part of the role, as is, the ability to problem solve and negotiate. You must be committed to the expansion and success of the business, being aware of who our customers are and why they matter; acknowledging the importance of retaining customers and engaging potential customers. All aspects of management and administration to support smooth fleet operations and all behaviours in support of our values must be evident throughout your employment.

### Person Specification

- Confident and self-aware with the ability to communicate professionally
- Able to influence positively to gain effective outcomes
- Able to maintain performance in stressful and challenging circumstances
- Able to build and maintain long-term professional relationships both internally and externally
- Able to identify solutions to suit internal and external customers
- Produce high quality work ensuring recording and use of systems is accurate and BI is analysed and acted upon
- Effective organisation to ensure priorities, goals and deadlines are achieved.

### Role Competencies

<b>Impact and Communication</b>	Confident and self aware with the ability to communicate professionally Demonstrates professional credibility by communicating clearly verbally and in writing. Perform with energy, commitment and determination to deliver results. Communicate performance in 1-2-1's and reviews on a timely basis. Support team by sharing information and demonstrating best practice.
<b>Influence and Persuasiveness</b>	Able to positively influence and negotiate effectively Ability to have a positive influence on others, to challenge and persuade them to change their views, intentions or actions, or to adopt a particular course of action. Recognises the key stakeholders in negotiations and influences successfully to get the desired result.
<b>Resilience and Stress Management</b>	Maintain personal performance and confidence in difficult, stressful, ambiguous and challenging circumstances. Recognise and act on signals of stress and responds appropriately when working under conditions of continuous pressure. Deals with situations in infancy to avoid future complications
<b>Building Relationships and Working with others</b>	Able to build and sustain long-term professional relationships both internally and externally Support your team and your manager. Identify key decision makers within client organisation. Open to feedback.

The purpose of this role profile is to focus attention on the most important aspects of this role. It is not intended to be a complete list of every duty and it is, therefore, to be expected that the day-to-day performance of the job will frequently include tasks not listed above. The list of duties for which the job holder is responsible may be varied or added to. Any such alterations, if intended to be permanent, will be notified in writing.



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<b>Problem Solving and Analysis</b>	<p>Able to identify and develop solutions to meet client and candidate needs Identifying all relevant information in regard to a situation and clarifying the cause and effect of the predicament. Develop solutions and make decisions based on a judgment of the best solution. Applies creative and lateral thinking and focuses on identifying and meeting customer and Group needs.</p>
<b>Business Focus</b>	<p>Ensure all Group systems are supported and entry is accurate ensuring the Information used is accurate and timely Support the Subsidiaries and their personnel within the Group with accurate and timely responses</p>
<b>Planning and Organising</b>	<p>Quality Focus - Produce high quality written work ensuring all recording of Financial activity and administration is accurate and effective organization to ensure priorities, goals and deadlines are met</p>

## Role Responsibilities

- Represent the company and its values and portray a professional and business like image to all customers, potential customers and other people you meet in the course of your work.
- Contact our customers by telephone regarding the collection of debt in accordance with the company's policies and procedures, chasing all customers with overdue debt; endeavouring to build trust and successful working relationships with customers to guarantee exceptional customer service.
- Accurately record all action taken on the customer's account on the credit control software IController, following up calls and actions as agreed with the customer, in a timely manner.
- Resolve all queries and disputes with acute attention to detail, advising the Management Accountant of proposed remedy and/or resolution, ensuring a thorough and methodical investigation and a swift conclusion, i.e. ensuring the debt no longer appears on the ledger.
- Strive to meet targets for cash collection and debt recovery, to reduce outstanding debt exposure of the group in line with the company's business objectives.
- Reconciliation of accounts to ensure statements produced are accurate and cash/credit notes are posted to invoices as per the customer's requirements.
- Daily liaison with Finance, Invoicing Department and Technicians in order to solve queries; taking time to build effective working relationships. Supporting colleagues at all levels by sharing knowledge, offering assistance and effectively managing conflict in a professional manner.
- Ability to logically identify potential problem accounts, recommending accounts to be placed on stop or to start the legal process, implementing the best approach.
- Attend weekly departmental meetings and court hearings.
- Promptly notifying the Management Accountant of any customer complaints; investigating and resolving complaints and assisting in completion of customer complaints form.
- Promoting and driving continuous improvement within the department and company; reviewing debt recovery procedures to streamline and promote a simple approach.

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- Actively promoting new business development; increasing sales and advertising of all disciplines and innovations.

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