

**Job Description – Beauparc**

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| **Job Title** | Credit Controller |
| **Reports to**  | Head Of Transactional Services |
| **Primary Location** | Bromborough |

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| **The Role:**Reporting into the Head of Transactional Services, the role of our Credit Controllers is ultimately to collect our cash in a timely manner whilst minimising our business to bad debts. You will be expected to do this in a collaborative manner, working with all of our internal and external stakeholders to ensure that we deliver the highest level of customer service whilst achieving our targets. |

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| **Key accountabilities:*** Managing your portfolio of customers to ensure that our customers pay to the agreed payment terms.
* Providing the highest level of customer service to internal and external customers.
* Dealing with a high volume of customers on the telephone.
* Maintaining customer records to ensure there are no delays in receipt of invoices/statements.
* Updating our accounts receivable system, Credit Hound, with the records of all collection activity carried out.
* Processing card payments.
* Issuing electronic direct debit mandates and entering them onto our operating system.
* Issuing copy invoices to customers on an ad-hoc basis.
* Building a rapport with customers.
* Handling statement reconciliations and building WIP statements to ensure we communicate effectively with customers.
* Escalate any concerning issues to your immediate line manager, the Credit Control Team Leader.
* Managing any queries through our query management system
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| **Experience and Skills:*** The ideal candidate will have at least 2 years experience within a credit control team dealing with a high volume of transactions.
* You will be tenacious, organised and always have customer service at the forefront of your mind.
* You will be comfortable handling statement reconciliations and preferably have experience of transacting with customers via online portals such as ProActis, Tradex, Dwellant, etc.
* You will be able to demonstrate experience a successful track record of achieving cash collection targets, reducing aged debt and minimising bad debts
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| **Qualifications** Desirable: * ICM Level 3
 | **Experience** Essential: * 2 years credit control experience.

Desirable: * Customer service experience
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| **Skills** Essential: * High level of written and oral communication.
* Strong Microsoft Excel skills.
* Conflict resolution.
* Assertive telephone manner
 | **Knowledge**Essential: * End to end credit control process.

Desirable: * SAGE
* SAGE CRM
* AMCS
* Credit Hound
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*Beauparc aims to attract and retain a skilled and diverse workforce that best represents the talent available in the communities in which our assets are located and our employees reside.*

*(DE&I Policy Statement)*