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**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 |
| **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 |

*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)*