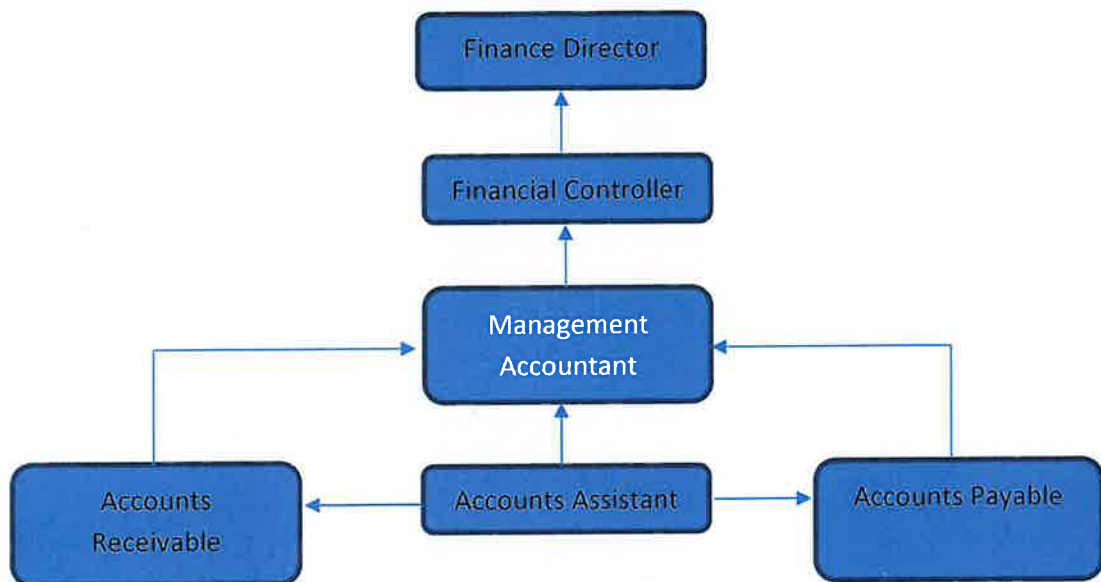




## Job Description / Specification

<b>Job Title:</b>	<b>Credit controller</b>
<b>Reporting To</b>	
<b>Job Title:</b>	<b>Management Accountant</b>
<b>Location</b>	
<b>Department:</b>	<b>Finance</b>

### Organisation Structure



### Purpose of the Position

To mitigate the risk and maximise profits by ensuring any credit issued by the company, is paid in full and on time. The role is vital in the effective cash-flow management of the business.

### Key Responsibilities

1	Chase outstanding debt via telephone and email
2	Maintain and manage the sales ledger
3	Ensure all customer payments are fully allocated within SAP and clear queries immediately
4	Attend weekly Credit management meeting to appraise the business of potential cash collection issues
5	Communicate to customers any change in credit status
6	Make credit applications to credit insurers
7	Deal with customer queries in conjunction with other internal departments
8	Manage customer master data on SAP and maintain credit limits
9	Ensure cash targets are achieved
10	Regular review of credit limit requirements
11	Provide analysis to support cash-flow management

<b>Specific Skill Requirements</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Education / Technical Skills</b>	<ul style="list-style-type: none"> <li>• Credit control experience</li> <li>• Experience of SAP</li> <li>• Understanding of the legal processes of debt collection</li> <li>• Competent user of Microsoft Office, including Excel and Word</li> </ul>	
<b>Behaviour</b>	<ul style="list-style-type: none"> <li>• Excellent analytical skills, with a high attention to detail.</li> <li>• Ability to identify and implement improvements to processes and practises across the business.</li> <li>• Excellent interpersonal skills and ability to work with all levels of the organisation.</li> <li>• A confident and concise communicator with the ability to listen and negotiate with customers in a polite and professional manner.</li> <li>• A team player with a passion for working in a collaborative environment.</li> <li>• Good organisational skills, ensuring deadlines are met and workload managed effectively.</li> <li>• Delivers quality performance and value improvement while maintaining professionalism, effectively challenging commonly held assumptions and behaviours</li> </ul>	

<b>Document Management</b>		
<b>Written By:</b>	<b>Barry Williams</b>	<b>Date: Oct 2024</b>