

POSITION: Credit Controller
REPORTING TO: Financial Controller
LOCATION: Stowmarket, Suffolk
SALARY: £25,000

JOB PURPOSE:

- To ensure the timely collection of all customer debt, in line with company procedures
- Take responsibility for reconciliation and integrity of the sales ledger
- Investigation and resolution of queries, correction of errors and differences
- To build sound relationships with customers and internal colleagues
- To meet accounting deadlines, in order to achieve the company's reporting requirements
- Assist the accounts team whenever required

MAIN DUTIES & RESPONSIBILITIES:

- Collection of all customer debt within company payment terms
- Post and reconcile customer payments daily
- Customer account application processing, administration and set up
- Customer Master File maintenance
- Alert Financial Controller at earliest opportunity of any possibility of bad/doubtful debt, issues arising with customer accounts
- Liaise with internal colleagues to resolve queries and assess credit worthiness of new and existing customers
- Be first point of contact for account customer queries to include dealing with emails in central customer email inbox
- Manage and report on overtrading accounts
- Manage the ON STOP procedure
- Prepare and present credit control position at monthly credit control meeting
- Assist with Invoicing when required

PERSON SPECIFICATION:

- Friendly and approachable, a team player who will go the extra mile
- Communicates well, and able to develop relationships with colleagues and external stakeholders
- Has worked in a busy accounts team
- Capable of planning their work to achieve strict deadlines
- Highly accurate, and can demonstrate attention to detail
- Flexible and adaptable to changing demands and procedures
- IT literate especially in Accounting Software & Microsoft Office particularly Excel

Should the Company introduce new methods of working and/or new technology you will be required to co-operate with these changes adapting to new methods of working and/or technology and undergo training as the Company directs. The company reserves the right to vary duties and responsibilities of its employees to suit the future needs of the business giving fair notice in writing.

Please note that the above list should be used as a guide and therefore not exhaustive.