



# Credit Controller Nottingham

## The role

**To achieve the cash and DSO targets set by Management and minimise slow and bad debt without loss of customer goodwill.**

## Key responsibilities

- Identify and collect overdue debts and debts falling due and ensure, where appropriate, that future payments are made to terms
- Identify, document and progress to completion all customer queries.
- Process credit stopped orders
- To maximise sales whilst ensuring that there is no exposure to the company on uninsured debt
- To ensure all problems and opportunities for customers are resolved effectively and to agreed parameters
- Assist the Credit Control Administrator / Cashier to maintain the sales ledger effectively
- Monitor the payment performance of existing customers, and advise the Manager of cases where payment performance has significantly deteriorated, and all information relating to insolvency difficulties.

## Key performance indicators

- Achievement of cash and DSO targets
- Ageing of ledger is within prescribed limits
- Use of Systems' to agreed standards
- Queries resolved within agreed time-scales
- Customer feedback
- Minimum complaints from Sales and customers
- All approved credit stopped orders released same day
- Customers informed same day if orders remain on credit stop
- Maintaining a close working relationship with sales
- Identifying alternative options for extending credit
- Problems resolved within agreed service levels
- New Accounts, requests for increases in credit limits are actioned within agreed service levels
- Unallocated cash figures are within agreed levels
- Credit notes are allocated to invoices
- Correct use of journals and discounts
- No credit balances on ledger older than 6 months
- Proactive notification of problems to Management

## Key requirements include

- Experience in a customer related role
- Possess good communication skills
- Customer focused
- Intermediate Excel Skills
- Numerate
- The ability to liaise with all levels within the company.
- Good telephone skills and experience of dealing with customers over the phone.
- Experience of working to deadlines / SLA's
- Computer Literate

This job description gives guidance to the main tasks and responsibilities of the role. It is not exhaustive and is subject to change. Some travel will be required.

If you wish to apply for this role and feel you meet the requirements above, please complete an internal application form and submit to HR.