Job Title: Division: Location: Hours: Date:	Accounts Admin Support Credit Control Nottingham 9:00am – 5:30pm Monday to Friday July 2021

KEY PURPOSE OF ROLE

To work alongside the Credit Control Team and provide administrative support, processing payments, speaking to customers and liasing with Sales to support the credit application process.

KEY DUTIES & RESPONSIBILITIES

- Processing customer payments and preparing the payment schedules.

  - Payment types include: Fastpay, BACS, cheques, card payments, PayPal, Amazon.

- Answering and making calls to new and existing customers.
- Carrying out order checks for existing customers.
- Collating data for new customer applications.
- Providing support with customer requests.
- Replying to customer emails.
- Supporting Sales with payment notifications.
- Processing invoices into customer portals.
- Preparing a refunds list twice a week.
- Supporting the Credit Control Team with general administration.
- Audit sample collation once a quarter.

Amongst a variety of other tasks.

SKILLS AND QUALITIES

Skills

- Excellent interpersonal skills with the ability to keep calm in a pressurised environment.
- Strong written and oral communication skills at all levels.
- Keen eye for detail; observation is crucial.
- Proficient IT skills with the ability to learn new systems quickly (MS Office, Outlook, SharePoint, etc).
- Ability to quickly learn and retain knowledge with regards to processes.
- The ability to work in a busy and high-pressure environment.

Qualities

- Professional, friendly and enthusiastic attitude with a desire to provide great customer service.
- Strong work ethic, hard working, structured and organised with and a keen eye for detail.
- Ability to learn new skills and 'think outside the box' to offer achievable solutions under pressure.
- Always demonstrate a professional manner when dealing with customers and internal staff.
- Must be a team player with a willingness to help others and fit in to the Jigsaw24 culture.

EXPERIENCE

- At least two years' experience in administration or customer service role in a business to business environment.
- Experience in using CRM systems and the ability to learn new systems.
- Solid knowledge and understanding of customer services.
- A good understanding of Excel.