

Job Title:	Credit Controller
Reporting to:	Credit Controller Supervisor
Date:	6th July 2021
Location:	Nottingham
Hours:	Shift Rota – 9.00am to 5.30pm and 9.30am to 6.00pm

KEY PURPOSE OF ROLE

You will be responsible for your own debtors ledger, working closely with sales and will be expected to build up strong, lasting relationships with customers and internal departments.

As well as managing your own debtors ledger, you will also be responsible for releasing credit account sales orders throughout the day, for your own customers as well as supporting your team during peak* periods with their hold queues.

You will be expected to evaluate and provide credit decisions for new and Existing customers.

* Providing hold queue support during lunch times, holidays and when team members are in meetings.

KEY DUTIES & RESPONSIBILITIES

- Maintaining and chasing due and overdue balances on a dedicated debtors ledger.
 - Based on average 253 customers and a debtor value between £1.5m-£3m.
- Reviewing the hold queue and releasing account orders:
 - This makes up a large part of your working day, as all credit account orders need evaluation and spot checks prior to being released.
- New customer credit applications.
- Credit reviews for existing customers.
- Customer telephone and emailed queries.
 - Prompt response rate expected.
- A good understanding of administration tasks
- Payment processing (including payment allocations).
- New customer security checks.

SKILLS AND QUALITIES

- A passion for delivering exceptional customer service
- Experienced B2B credit controller
- Great communication skills and a natural talent to engage with customers and internal departments with the ability to build strong, lasting relationships
- A clear sense of self-motivation
- A confident and assured telephone manner
- Work well within a team:
 - Able to offer support without being prompted.
 - Confidence to ask for support when needed.

INTERVIEW ARRANGEMENTS AND AVAILABILITY

If you have a disability, please tell us if there are any reasonable adjustments we can make to help you in your application or with our recruitment process when submitting your CV.