

## Credit Controller

<b>Job title:</b>	Credit Controller
<b>Function:</b>	Effectively manage and collect debts
<b>Lines of Communication:</b>	<ul style="list-style-type: none"><li>• Upwards – Finance Manager and the Director of Finance</li><li>• Laterally – Credit Controllers. Purchase Ledger Clerks and Finance Administrator</li><li>• Downwards – None</li></ul>
<b>Responsibilities:</b>	<ul style="list-style-type: none"><li>• To – Transactional Finance Supervisor, Director of Finance</li><li>• For – None</li></ul>
<b>Hours of work:</b>	40 hours per week 8am – 5pm Monday - Friday

### **Duties:**

1. Act as main point of contact for customer accounts queries.
2. Review new and existing accounts for creditworthiness, setting or suggesting appropriate terms and credit limits taking into account previous history, credit agency and trade references and other relevant sources of information.
3. Effectively review, manage and collect customer accounts, prioritising to maximise cash flow whilst minimising risk exposure (bad debts).
4. Resolve invoice and payment queries promptly and efficiently.
5. Post and allocate funds received based on customer remittances.
6. Process customer credit card payments.
7. Reconcile customer ledgers and resolve discrepancies.
8. Produce and distribute customer statements of account.
9. Produce and distribute customer overdue/reminder letters.
10. Produce and circulate weekly and ad hoc on stop, credit hold status and other reports.
11. Proactive management of new accounts and high value invoices.

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12. Build effective relationships and rapport with customers and internal contacts.
13. Provide exceptional customer service.
14. Adhere to strict process and procedures.
15. Escalate significant issues/concerns to management.
16. General administrative/filing tasks within accounts.
17. Provide occasional cover for other accounts administrative roles as required.

### **Skills:**

1. Previous Credit Control experience.
2. Strong organisation and time management skills.
3. Highly proficient IT user, including Excel, Outlook and accounting software.
4. Embedded Customer Service attitude.
5. Can do, team player approach to work.
6. Analytical, problem solving mind-set.
7. Self-motivated, driven and enthusiastic.
8. Effective, professional communicator by phone, email and in writing.
9. Good understanding of end to end distribution business process and accounts role within it.
10. Ability to work under pressure and with high volume workload.
11. Broad accounts experience desirable (Sales Ledger and Purchase Ledger)



**ROLE PROFILE**

**Key responsibilities and approximate time split:**

*The key responsibilities for the role are included here and grouped under the following three headings to give a feel for the emphasis and percentage split of the job:*

<ul style="list-style-type: none"> <li>Chasing customer debts and dealing with customer enquiries</li> </ul>	90%
<ul style="list-style-type: none"> <li>General administration/filing</li> </ul>	10%

**Personal Attributes:**

**Business Focus**

<b>Meeting Customer Needs</b>	Anticipates customer needs and proactively communicates with the customer to resolve potential needs/issues as early as possible.
<b>Personal Results</b>	Sets oneself clear and challenging objectives in line with the company goals and individual KPI's.
<b>Team Results</b>	Ensure that the KPI's set by line managers are always strived for within the teams.

**People Focus**

<b>Managing Relationships</b>	Builds and maintains good relationships with customers and colleagues by adopting the most appropriate approach to deal with people and situations
<b>Influencing Others</b>	Influences others using rational arguments. Identifies basis for compromise and reaches agreement always striving for a win/win outcome
<b>Communication-Verbal/ Written</b>	Conveys accurate information effectively, using appropriate methods to reflect the needs of the audience and ensure understanding

**Personal Focus**

<b>Personal Organisation</b>	Efficient in one's use of time and works in a well structured way
<b>Determination</b>	Demonstrates repeated effort over a period of time, overcoming obstacles in order to achieve a goal



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### Change Focus

<b>Adaptability</b>	Responds positively to changing a business circumstances readily adapts behaviour to maintain effective performance
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### Analytical Focus

<b>Analysis and Judgement</b>	Logically breaks down problems/situations into their essential parts and draws reasonable conclusions based on their analysis
<b>Decision Making</b>	Makes timely and balanced decisions, based on available information but is prepared to review if circumstances change

### Quality Focus

<b>Quality Conscious</b>	Consistently works to a high standard and looks for ways to improve current working practises and processes
<b>Initiative</b>	Takes appropriate action before being asked and actively finds solutions to problems. Any queries that are escalated to management level should be presented with a proposed solution.

Last updated: August 2021

