

Cruise Finance Specialist

Job title: Cruise Finance Specialist

Function: Effectively manage and control debts

Responsible for collecting invoices and ensure that credit given to customers is monitored whilst providing excellent customer service

Lines of Communication:

- Upwards – Finance Manager and Finance Director
- Laterally – Finance Team

Responsibilities:

- To – Finance Manager

Hours of work:

- 40 Hours per week Monday-Friday 8am-5pm

Duties:

1. Act as a main point of contact for customer account queries.
2. Holding weekly meetings with each of the sales division that you manage to escalate key issues and agree on ways forward.
3. Provide cover within the finance team as and when needed .
4. Reconciliation, managing customer portals and integration (EDI).
5. Provide Proof of deliveries for customers.
6. Review new and existing accounts for creditworthiness, setting or suggesting appropriate terms and credit limits, considering previous history, credit agency and trade references and other relevant sources of information.
7. Effectively review, manage and collect customer accounts, prioritising to maximise cash flow whilst minimising risk exposure (bad debts).
8. Resolve invoice and payment queries promptly and efficiently.
9. Produce and distribute customer statements of account.
10. Produce and distribute customer overdue/reminder letters.
11. Produce and circulate weekly and ad hoc on stop, credit hold status and other reports.
12. Proactive management of new accounts and high value invoices.
13. Build effective relationships and rapport with customers and internal contacts.
14. Provide exceptional customer service.
15. Adhere to strict process and procedures.
16. Escalate significant issues/concerns to management.

ROLE PROFILE

Key responsibilities and approximate time split:

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

<ul style="list-style-type: none"> Chasing customer debts and dealing with customer queries via e-mail, phone calls, scheduled meetings with customers 	30%
<ul style="list-style-type: none"> Reconciliation, managing customer portals and integration (EDI) 	20%
<ul style="list-style-type: none"> Investigation and resolution of queries 	50%

Business Focus

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

People Focus

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



Personal Focus

Personal organisation:	Efficient in one’s use of time and works in a well structured way
Determination:	Demonstrates repeated effort over a period of time, overcoming obstacles in order to achieve a goal

Change Focus

Adaptability:	Responds positively to changing a business circumstances readily adapts behaviour to maintain effective performance
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Analytical Focus

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

Quality Focus

Quality Conscious	Consistently works to a high standard and looks for ways to improve current working practises and processes
Initiative	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.

Skills:

Desirable:

- Previous Finance / Credit Control experience

Essentials:

- Strong organisation and time management skills
- Highly proficient IT user, including Excel, Outlook and accounting Software
- Embedded Customer Service attitude
- Proactive, can do, team player approach to work
- Analytical, problem-solving mind-set
- Self-motivated, driven and enthusiastic
- Effective, professional communicator by phone, email in writing



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- Good understanding of end-to-end distribution business process and accounts role within it
- Ability to work under pressure and with high volume workload
- Well organized
- Resilient

Last Update: September 2023



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