

Vacancy: Credit Controller

Department: Credit Control Department

Summary

We have exciting opportunities based within our Credit Control Team, for which we are looking for candidates who have an excellent ability at managing customer relationships and an eagerness to learn how to become a successful Credit Controller. Reporting to the Credit Control Team Leader, this position will be responsible for delivering fees recovery performance by making regular contact, predominately via telephone, to a variety of clients in order to arrange payment of invoices.

Duties

- Contact customers by telephone, email and letter to encourage collection
- Management of workflow and customer issues regarding non payment
- Robust coordination of the Credit Control Process
- Maintain accurate records on follow up and cash collection
- Handle invoice queries and manage dispute process in a timely fashion
- Coordinate with relevant departments on remedial action for overdue amounts
- Attend ad-hoc meetings with customers with a view to resolving disputes and maintaining and enhancing relations

Skills and Experience

- Excellent customer service skills and relationship management
- Experience of working to KPIs or targets
- Desire to learn Credit Control techniques and coordination
- Experience of working within waste/construction would be ideal
- Excellent communication skills and telephone manner
- Fully conversant with Microsoft Office
- Accuracy with numbers and analytical mindset
- Ability to provide timely information and reports for the relevant parties
- Tidy, organised and productive approach to workload
- Proven methods and techniques on cash collection
- Ability to take ownership of issues

Salary: Attractive, dependent on experience

Contract Type: Permanent, full time

Application: To apply for this position, please submit your CV and covering letter to Tig Lockton preferably via email – recruitment@reconomy.com