

Credit Controller
Job Description

Decora

Blind Systems

Finance

Issue Number 2

Date of Issue: October 2012

Job Title: Credit Controller

Job Family: Finance

Reports to: Credit Manager

Main function: Working as part of a team providing a comprehensive, accurate and timely accounting service which will enhance the position of the company.

Role responsibilities:

1. To familiarise self with all credit control, accounting, quality and other relevant company procedures ensuring that these are strictly adhered to and familiarisation with relevant computer packages.
2. Ensure customers pay within their agreed payment terms, chasing payments if necessary, as per the company's debt collection procedure.
3. Deal effectively and on a daily basis with 'On Hold' orders for both wholesale and manufacturing per listings to ensure no order is held.
4. Effectively dealing with customer account queries / complaints, including liaising with other departments, to ensure they are brought to a satisfactory conclusion.
To ensure all customer queries are logged and recorded on to the Enquiry Management system by creating support calls.
5. Daily handling of all cash issues, including;-
 - Preparation of bank lodgment
 - Effective and timely updating and reconciliation of sales ledger, including posting to customer accounts.
 - Dealing professionally with cash customers, including meeting them in reception
 - Dealing professionally on the phone with customers making Mail Order payments by credit card/switch and ensuring that all company procedures regarding the processing of credit card payments are adhered to, which includes completion of day end list & update of the Credit Card Register for all card payments.
 - Effective and timely updating and reconciliation of sales ledger accounts including numerous proforma customers, including online payments.
6. Dealing with new accounts;
 - Ensuring satisfactory credit references are obtained
 - Setting up the account details on Navision & communication to all relevant parties
 - Establishing an agreed credit limit with the Credit Manager and / or Sales Director
 - Amending accounts details / addresses etc., as required.

7. Ensuring monthly statements are prepared, printed, vetted and ready for posting by the 2nd working day of each month.
8. To inform the Credit Manager immediately of all important developments / problems and report on status of Customer accounts on a regular basis.
9. Display a confident and assertive manner at all times when dealing with internal and external customers.
10. Promote an efficient and professional image at all times demonstrated by the highest possible standards of accuracy and attention to detail.
11. Continuous review of all administrative procedures, paperwork, etc. in your area and the suggestion of proposals for improvement.
12. All other reasonable administrative duties related to the credit control function, including filing and archiving.
13. Put forward to your supervisor/manager any personal training needs that you identify from time to time, and undertake personal training and development as required.

This job description is neither exhaustive nor exclusive and may be reviewed in the future depending upon operational requirements and staffing levels.

The Competency Framework

Please refer to the Competency Framework for competency definitions and details on competency levels for this role.

Role Competencies

- Customer Services Level
- Results Driven Level
- Quality & Efficiency Level
- Organisational Awareness Level
- Teamwork Level
- Open & Honest Communication Level
- Ownership Level
- Respecting Others Level
- Collaboration Level

Personnel Specification

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Factor	Essential Criteria	Desirable Criteria
Attainments	Minimum of 5 GCSE passes at grades C or higher including English & Maths or equivalent.	Basic Accountancy Qualification
Experience	Minimum of 3 years' experience in all aspects of a busy commercial credit control function. Customer liaison.	Experience of sales ledger and invoicing Experience of working in a manufacturing environment
Special Aptitudes	Confident, professional and assertive manner (both telephone & face to face) Excellent verbal and written communication skills Excellent attention to detail/accuracy levels Strong organisational and administration skills Honesty and trustworthiness Ability to work accurately under pressure Strong computer skills (preferably Microsoft packages specifically Excel) Evidence of working on own initiative	Knowledge of computerised accounting packages
Disposition	Clear and concise communicator Flexible and good team worker Conscientious	N/A
Knowledge and Interests	Desire for personal development within the credit control or accounts field	N/A
Physical Requirements	Good general health and attendance Neat and tidy appearance	N/A