

**Job Description**

**Job TITLE** Credit Controller

**POSITION IN ORGANISATION**

**Reports to:** Credit Control Team Leader **Division:** Direct365

**The Organisation:**

Direct365 is a rapidly expanding service provider and product supplier to the B2B market specialising in supplying the SME Market and niche sectors requiring in-depth Account Management. Current services include washroom, clinical waste, trade waste, PA testing, lift maintenance and pest control and are regularly being expanded to create a unique online business marketplace. Services are delivered on a national basis.

#### MAIN PURPOSE

Direct365 predominantly dealing with SME businesses has a large volume of smaller accounts. Reporting to the Contracts Manager you will be responsible for managing your own ledger with clear and achievable cash collection and query resolution targets.

**key tasks**

1. Chasing overdue debts via telephone, email and letter.
2. Building relationships with customers to ensure prompt payments.
3. Ability to resolve client queries to the satisfaction of both the client and the business.
4. Allocating payments to customer accounts.
5. Placing accounts on stop based on predefined criteria if payment is not forthcoming.
6. Processing solicitor debtor chasing letters.
7. Maintaining and updating customer data during each customer contact.
8. Provide cover for other team members where necessary
9. Reduce and monitor outstanding debt.
10. Work towards predefined KPI’s.
11. Anticipate developments and identify accounts that will require special attention.
12. Handle disputed accounts and negotiate to bring payment into line with credit terms.
13. Any other business as required.

**PERSON SPECIFICATION**

1. Demonstrate previous experience in a similar role.
2. Proven track record in working towards and achieving cash collection targets.
3. Customer focused.
4. Ability to build strong customer relationships with new and existing customers.
5. Ability to communicate effectively with internal staff.
6. Strong negotiation skills.
7. Ability to produce accurate debtor reports .

**QUALIFICATIONS**

1. C Grade or above Maths and English G.C.S.E or equivalent
2. A Levels or equivalent desirable
3. Relevant credit control/accounting qualifications desirable

**CONTACTS AND COMMUNICATION**

**Internal**

* Management Team
* Team Leaders
* Internal staff

**External**

* Customers
* Suppliers and subcontractors (Both Group and External)