

## Collections Team 3 Credit Controller

Job reference:

Job location: **Caerphilly**

Job category: **Finance**

Closing date:

Employment type: **Full Time**

Contact Email: [emmatennyson@phs.co.uk](mailto:emmatennyson@phs.co.uk)

### Job Description

Working within the Credit Management Department, Credit Controllers are responsible for outbound and inbound customer contact to facilitate payment of outstanding arrears and identifying queries at an early stage. Responsible for the collection of aged debt, focusing on debt aged 60+ days and the resolution of complex issues leading to the collection of cash. Emphasis will also be on reducing debt in its early stages to avoid debt residues forming.

### Roles and Responsibilities

- Ensuring that productivity levels are in keeping with the specified department requirements.
- Ensuring the quality of the contact is at a professional level and at standards expected of PHS staff.
- Ensuring targets/KPI's are met to a satisfactory standard each accounting period.
- Ensuring accurate records of communication are updated accordingly.
- Identifying and acting on urgent requests promptly and accurately.
- Identifying and routing queries/cases efficiently and correctly.
- Managing a ledger where debts have reached the Termination stage of the Credit Control Cycle, with a view to collecting debt in order to avoid accounts being terminated in default of payment
- Maintaining the Company's Suspension and Termination cycle, liaising with division heads where applicable and ensuring that key scheduled tasks are completed on time.
- Responding to customer emails in a timely and professional manner.
- Sharing acquired knowledge and participating in team meetings.
- Any other reasonable duty as required within the Credit Management function.
- Recommending to management the suspension of service when appropriate.
- Escalating accounts to management to consider legal action.

### People Requirements

Credit Controllers are required to be assertive but polite with sound communication and listening skills. They should also be accomplished negotiators and be able to stand firmly behind their own decisions. They are organised and able to prioritise their own workload. They are also comfortable in the interrogation of ledgers, including complex credit and debits. Experience preferable with the use of Microsoft packages such as Outlook, Word, Excel.

### Additional Details

Employment is full time (36.25 hours) Monday - Friday 9.00am - 5.00pm