**A vital role in Credit Control – just for you!**

**Credit Controller**

**Caerphilly**

**£23,015.85 and excellent benefits**

**Great hours Monday to Friday, 9am -5pm no evening or weekend work**

**Full Time, permanent position, office-based**

Credit Controllers! This is your chance to join our friendly and professional team here at PHS Group. Are you polite, professional, and respectful when contacting customers? Do you have experience in Credit Management / contact centre experience? Are you comfortable with contacting customers regarding outstanding or overdue payments? If so, and if you’re looking for a career in a finance setting with an established, market leading company we would love to hear from you.

We have a fabulous team culture here and are looking for the right person to join us, which we hope is you. You will be valued here, and our experienced and supportive team will be there beside you if you need guidance. It’s a busy role so you’ll need to be organised and enjoy working in a fast-paced business. Experience is preferred, but equally if you’ve the right positive attitude and skills you will be supported here if you’re new to credit control. You will work on different campaigns, with scripts and a call structure to guide you, and your day is diverse and varied.

**Your role as Credit Controller at PHS Group will involve:**

* Calls to facilitate payment of near-due payments and outstanding arrears.
* Calls are via our predictive dialler on different campaigns.
* Collecting aged debt and taking steps to proactively reduce debt in its early stages.
* Responding to calls in a timely and professional manner.

**The ideal candidate for a Credit Controller:**

* Good experience with credit control or office-based cash collection is preferred.
* Experience using Microsoft packages such as Excel, Word and Outlook
* Excellent verbal and written communication skills
* Strong negotiation skills, assertive and respectful
* The ability to effectively prioritise in a busy environment.
* This is predominantly a **Credit Control role** so requires that special someone who is always professional, polite, respectful, and confident.

**In return for your commitment and expertise:**

* A good salary of £23,015.85 in a permanent full-time position
* No weekend or evening working – great hours Monday to Friday (37.5 hours a week)
* You’ll be in Head Office with excellent opportunities to develop your career here.
* Training opportunities to expand your skills. We offer accredited ILM training through external and in-house training.
* Apprenticeship opportunities on completion of the probationary period
* 23 days holiday plus bank holidays (31 days in total)
* Buy / Sell holiday scheme.
* Amazing employee discounts with major supermarkets and retailers with phsPerks.com
* Free Parking onsite so no parking costs
* Community day off to work for a local community or charity.
* Other benefits such as improved parental and paternity leave, a 24-hour wellbeing helpline, cycle to work scheme, pension scheme, life assurance and more…

If you’re looking for a career in Credit Management with a successful company, and have excellent communication skills, we want to speak with you! **Apply** now.

**About PHS:**

**PHS Group** was founded in 1963 and we are the leading provider for Hygiene Services in the UK, Spain and Ireland. We have over 120,000 customers across 300,000 locations incorporating numerous businesses during our 59 years of business.

Our businesses include Washrooms, Healthcare, Floorcare, PHS Direct and Direct 365, PHS Greenleaf, Teacrate, Besafe, Wastekit and Compliance.

*At PHS, we pride ourselves on our diverse workforce, and ensuring we have an inclusive environment for all our staff. We remain committed to ensuring our teams can bring their true selves to work without risk or fear of discrimination.*