

Job Specification



Credit Controller

Reporting to: Commercial Operations Manager

Key Purpose

To provide credit control and admin support to the Stevenage Commercial Operations Team, ensuring high levels of service are provided to our partners in support of the business strategy.

Responsibilities

- Achieve individual objectives and key performance indicators as set and agreed
- Reduction of overdue debtor balances
- Responsible for the day to day management of customer accounts
- Assist with administration relating to external and in-house direct debit schemes
- Provides direct customer contact through various means of communication
- Maintaining a monthly ledger ensuring chasing by email/phone and escalations are processed in a timely manner
- Work collaboratively with all colleagues to deliver an exceptional client experience
- Ad hoc tasks as directed
- Support colleagues from all areas of the business as required

Skills & Behaviours

- Demonstrate our values of Fun, Supportive, Professional, working in Partnership and Ambitious
- Confident and capable of building rapport over the telephone to provide an excellent client experience
- Ability to work in a regulated, compliant and client focused environment
- Organised, resourceful, deadline driven and supportive of the wider team
- Quality orientated with great attention to detail
- IT literate

Qualifications

- 2+ years as a credit controller