

Job Description

Job Title	Credit Controller
Reports to	Finance Controller

Credit Controller: A conscientious Credit Controller with experience of managing sizeable customer accounts/payments, as well as agreeing to and setting credit limits, is required to join a growing, local family-run business supplying the construction industry nationwide.

This role will be directly accountable for managing the collection of cash from a sizeable portfolio of customers and resolving invoice/account queries to achieve that end. The successful candidate would be expected to share and demonstrate the following values, which form an integral part of the company culture here at OnSite:

- We care about people
- We are positive and helpful
- We go the extra mile
- We are committed to learning and innovation
- We strive for excellence

The Finance Department is responsible for collecting payments from several hundred credit customers and the successful candidate will be responsible for a core element of the customer base including several Key Accounts with a combined annual turnover of approximately £6Million. The successful applicant will be expected to reduce debtor days and fully maintain the CRM database with notes for each account.

With the business continuing to grow strongly this role offers the right candidate an excellent opportunity for future progression.

Responsibilities

- Develop and maintain strong relationships with allocated Key Accounts, Key Account Prospects, Core and Tail Accounts (our four account classifications) to ensure the smooth running of those customer accounts.
- Allocate payments correctly to customer accounts and manage the Sales Ledger on Sage ensuring a full reconciliation process.
- Be the point of contact between the Credit Control department and the other members of the team (including Sales and Operations) to resolve invoice queries ensuring prompt payment.

- Support Finance counterparts in the customer accounts in providing copy invoices, statements, issuing credit notes.
- Manage all aspects of overdue accounts, ensuring appropriate escalation when required. Includes liaison with debt collection agencies as appropriate.
- Agreeing to, and setting, credit limits in line with agreed criteria
- Provide regular and ad-hoc updates on their accounts to the Finance Controller
- Ensure CRM database is kept fully up-to-date with notes for every account, especially those overdue

Skills and Experience

- Experience of credit control essential
- Systems literate including ideally Sage, CRM packages, Excel, ERPs
- Experience of a major ERP implementation process (desirable)
- Strong administration skills with high attention to detail
- Reliable with a positive attitude and the ability to remain calm under pressure
- Excellent communication skills, and able to communicate to all levels internally and externally
- Comfortable liaising with customers in person and via phone (not just email)
- Ability to work cross-functionally on projects when required
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This is an exciting opportunity for an ambitious and capable Credit Controller or Sales Ledger Clerk to join this leading wholesaler to the construction sector. Competitive salary and benefits including private healthcare, on site gym and free lunch.