

Job Title: Credit Controller
Operational Area: Finance



My job contributes to the success of Windsor Telecom by making sure all administrative aspects of the accounts team are dealt with effectively and efficiently to ensure that the company remains in a strong financially stable position for the future.

Team: Finance
Responsible to: Chief Financial Officer
Responsible for: N/A

Job Overview

Whilst the main focus of the role is Credit Control, managing Billing and the related processes it is expected that you will also ensure that all aspects of financial administration run efficiently providing some cover for other team members during periods of absence and undertaking some finance related projects relevant to role.

Key Responsibilities (shared between the two person credit control team)

- Day to day credit control including
 - Customer enquiries
 - Systematic chasing by phone/email/letter
 - Follow-up actions
 - Fully documenting customer correspondence
 - Problem solving
- Escalation to external agencies including preparation of supporting information
- Checking and processing daily billing by 10am
- Checking, amending and processing weekly Direct Debits runs
- Daily Banking downloaded from Internet Banking and posted on Sage by 10am
- Managing suspended billing
- Initiating refunds to customers
- Processing account Cancellations

Windsor Core Competencies	Windsor Job Specific Competencies
Values and Customer Focus	Credit Control
Continuous Improvement	Administration
Achieving Results	Telephone technique
Working Together	Computer literacy
Managing Self	Numerical reasoning
Commercial Awareness	Written communications
Leadership & Management – Vision	Accounting systems (Sage 200)
	Information Systems
	Administration

Qualifications required: Secondary School educated – Minimum 5 GCSE’s including good Maths and English. Ideally AAT Level 3 or working towards this qualification.

Experience required:

Minimum 2 years working in a broad credit control role with admin responsibilities.
Excellent interpersonal and communication skills, able to communicate with people at all levels including written.
Some supervisory experience – can direct or develop/train other members of a team.
Computer literate: Accounting system (ie Sage200), Microsoft outlook, Excel.

Suitable for someone who:

Displays confident can-do attitude, a tenacious and results oriented self-starter happy to work with minimum supervision, confident at negotiation at all levels, likes the challenge of credit control role, shows initiative, likes telephone work, has excellent telephone skills, can quickly assimilate facts and figures to gain broad knowledge and problem solve. Articulate – both oral and written.

Not suitable for someone who: lacks initiative, who lets stressful situation affect performance, who displays a poor attention to detail, doesn’t deal well with rejection, or front line negotiation, who likes to work in isolation, is a poor communicator, doesn’t like to work as part of a team.