



| | | | |
|-------------------|-------------------|---------------------|------------------------|
| Role Title | Credit Controller | Reporting to | Credit Control Manager |
| Department | Accounts | | |

| | |
|--------------------------------|---|
| Overall purpose of role | The Credit Controller is responsible for ensuring that the company receives payments from customers in a timely manner while minimising credit risk. The role involves managing customer accounts, following up on outstanding debts, and working closely with other departments to maintain healthy cash flow. |
|--------------------------------|---|

Key outputs for role

1. **Customer Account Management:**
 - Monitor and manage customer credit accounts.
 - Regularly review credit limits and payment terms.
 - Maintain accurate records of all customer interactions and transactions.
 - Create cash/credit accounts for new customers within the IT system after approval from the Credit Control Manager and Sales Director.
 2. **Credit Risk Assessment:**
 - Assess the creditworthiness of new and existing customers.
 - Set and review credit limits for customers based on financial analysis.
 - Liaise with the Credit Control Manager and Sales Director to approve or decline credit applications within company guidelines.
 3. **Processes:**
 - Follow up on unpaid invoices through phone calls, emails, and letters.
 - Record all payments and allocate them to the appropriate accounts.
 - Update all credit control notes in the IT system.
 4. **Debt Collection:**
 - Chase overdue invoices and manage debt collection.
 - Escalate unresolved accounts to the Credit Control Manager.
 5. **Reporting:**
 - Prepare regular reports on accounts receivable, including overdue accounts and bad debts.
 - Provide monthly analysis and updates on credit control performance to senior management.
 6. **Legal and Compliance:**
 - Ensure all credit and collections activities comply with relevant legal regulations.
 - Maintain an understanding of industry-specific credit laws and practices.
 7. **Collaboration:**
 - Work closely with the sales teams at all branches to resolve disputes and maintain strong customer relationships.
 - Liaise with external auditors and financial institutions as required.
- Any other duties reasonably required.

| Physical Requirements, Skills, Qualities and Qualifications At Recruitment Stage | Essential/Desirable |
|--|----------------------------|
| Communication: Excellent verbal and written communication skills for interacting with customers and colleagues. | Essential |
| Negotiation: Strong negotiation skills to handle payment disputes and resolve issues | Essential |
| Attention to Detail: Accuracy in maintaining records | Essential |
| Problem-Solving: Ability to handle disputes and manage difficult customer situations effectively | Essential |
| IT Skills: Proficiency in accounting software and Microsoft Excel. | Essential |
| Experience: Proven experience in a credit control, accounts receivable, or related role. | Essential |
| Strong understanding of financial regulations and credit risk management | Desirable |
| Analytical Skills: Ability to assess credit risk and financial information | Desirable |

**Physical Requirements, Skills, Qualities and Qualifications
After Initial Training and Development**

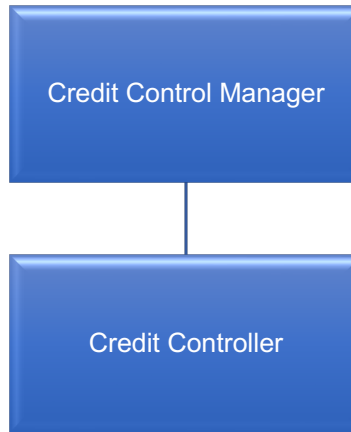
Established as the Credit Controller.

Good knowledge and understanding of Duftons and the internal and external processes connected with credit control.

Relationships built with customers and internal stakeholders.

Adhoc projects.

Structure



Date accepted as a job description

October 2024