



# WILLIAM SMITH GROUP 1832

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**Job Title:** Credit Controller

## Job description

Reporting to the Finance Manager, the Credit Controller will be responsible for managing the company's sales ledger portfolio and reducing levels of debt, whilst developing and upholding strong relationships with customers.

## What you will do

You will be responsible for, but not limited to, the following duties and responsibilities:

**Customer relationship management:** Build and maintain strong relationships with new and existing customers. Providing excellent customer service and addressing their queries or concerns related to credit matters.

**Credit risk management:** Evaluation and assessment of the creditworthiness of new and existing customers through financial analysis, credit checks and payment history review.

**Debt collection:** Engaging with customers to establish payment plans, negotiating payment terms, and resolving billing inquiries or disputes. Where required, initiate proceedings to ensure outstanding debts are brought to a satisfactory conclusion discussing any problem accounts with Finance Manager.

**Sales ledger administration:** Daily invoicing and raising credit notes when required. Posting all payment receipts to the Accounts Receivable ledger and reconcile outstanding customer balances. Month end procedures and issuing statements of account. Monitoring accounts and contacting customers to ensure timely payments, addressing any payment delays or discrepancies promptly. Respond to queries: Working in a collaborative manner with other departments to rectify billing issues, whilst ensuring process improvement.

**Documentation and reporting:** Maintain accurate records of customer interactions, transactions, and sales activities in the CRM system. Generate regular reports on Accounts Receivable balances.

## About you

- Minimum of 2 years' experience in accounts receivable, credit control, or a similar role.
- Proficiency in accounts software and MS Office, particularly Excel.
- Excellent communication skills and telephone etiquette, with the ability to build rapport and resolve conflict.





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- Good understanding of accounting principles and credit risk management.
- Be self-sufficient and a team player with excellent organisation.

### What we offer

- Salary £28,000 to £30,000 depending on experience
- Pension Scheme
- Life Assurance
- Free Parking
- Employee Assistance Programmes
- Training and career development
- Holiday Purchase Scheme
- Cycle to Work Scheme
- Techscheme and employee discounts

If you are a motivated individual who thrives in a dynamic environment, we would love to hear from you. Please submit your CV along with a cover letter detailing your relevant experience.

**Job Type:** Full-time, 40 hours per week, 8am-5pm or 9am-6pm on a rota basis

**Schedule:** Monday to Friday - No weekends

**Location:** Grove Works, Barnard Castle / Hybrid (3 on site/2 home)

**Closing date 24th May 2024**