

Credit Controller

Brand: Matthew Clark

Job Family: Supporting Functions

Report To: Credit Leader

Sub Family: Finance

Purpose

To maximize cash flow and minimize bad debt and debtor days for regional accounts.

Core Accountabilities

- To maximise cash flow by ensuring cash is collected in line with or below payment terms for all accounts
- To review overdue accounts daily and place customers on monitor / stop when necessary
- To review held orders daily and release in line with authority levels
- To ensure that credit limits are adhered to at all times and to ensure that credit limit reviews are conducted when required
- To ensure continued reduction of overdue debt and debtor days through telephone collection
- To produce payment reminder letters
- To prepare Direct Debit files for onward transmission to the bank
- To process credit and debit card payments in accordance with procedure
- Maintain a log procedure, by account, of any queries received and correspondence communicated relating to collection of the outstanding debt
- To attend regular debt review meetings
- To negotiate and monitor payment plans within agreed authority levels
- Where collection attempts have failed, to prepare the file for legal action
- To maintain an accurate Accounts Receivable ledger and ensure accounts are reconciled regularly
- To ensure that the Customer Master File and Account Activity Log is accurate and up to date at all times
- To liaise with sales personnel and internal departments (pricing, customer care, depots) to resolve queries on customer accounts in a timely manner

KPIs

- Debtor days (minimise)
- Percentage of old (>30 days) debt (minimise)
- Bad debt as % of net sales (minimise)
- Cash collection as % of prior month (maximise)

Key Relationships

Internal

- Sales teams
- Contact Centre
- Pricing
- Accounts Payable
- Depots

External

- Customers

Experience, Skills and Knowledge

Demonstrable experience as a credit controller in a medium sized business.

Our Values

Passion

We tackle challenges and opportunities with passion and enthusiasm. Across the business we have fun whilst we do it.

Agility

We are always flexible to the needs of the business. Our people generate innovative ways of working. In return our leadership embrace new ideas and opportunities.

Team Work

We work as one team to achieve a common goal. We support our customers, our retail Franchisees and each other.

Customer Focus and Excellence

We make a difference by going the extra mile for our customers and each other.