

JOB DESCRIPTION

Position: Credit Controller (Hachette UK Distribution)

Department: Credit Services

Reports to: Customer Services Team Leader

Direct Reports: None

Hours: 35 per week

JOB SUMMARY:

To manage and maintain assigned ledger(s) in line with Credit Management policy of reduction of debtor days and by achieving set cash targets monthly.

This will include minimising the overdue balance on each live account within the assigned ledger section(s) and resolving, by liaising with Customer Services and Publishers, all queries which impact the customer's willingness to pay.

RESPONSIBILITIES:

Customer/Client Relations

Maintaining strong internal / external customer relationships both with Publishers and customers.

Managing customer queries and following up with Customer Services at Bookpoint to ensure their resolution. Aiming to pursue with Customer Services / Publishers to clear debt in an efficient and timely manner.

Maintaining a high level of communication with Customer Services/the Client Publishers and attending meetings with Customer / Client Publisher as and when required.

Maintaining a continuous review of Customer queries/claims with regard to resolving and clearing within an agreed time scale. Ensuring they are kept at a minimum level to minimise liability.

Job Specific duties

Allocating of cash receipts in order to minimise unallocated cash.

Communicating and highlighting potential collection / system / procedural / debit note issues to the Credit Services Team Leader.

Supporting Hachette UK Distribution's Business Objectives through successful management of customer's accounts on the Bookpoint Accounts Receivable Ledger.

Work within agreed department Service Level Agreements, escalating any concerns to Team Leader

Developing their role within department and be active in improving working procedures.

Providing resource and support to other team members in order to reduce outstanding debits and increase cash flow.

GENERAL:

Ensure Quality, Health and Safety and Environmental standards and all related company policies are adhered to, raising any issues to the relevant parties as appropriate.

Take reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.

Any other duties as may be reasonably requested in line with the job role.

July 2018

PERSON SPECIFICATION:

| Essential Factors | Desirable Factors |
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| <p style="text-align: center;"><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • Demonstrable experience of working in an office environment, preferably in credit or customer services. • Proven ability to work as a team player within a proactive and busy department where change is routine. • Have a sound understanding of credit control procedures. • Experience of achieving targets in a challenging environment. • Experience of working as part of a busy team. • Experience of speaking to external customers and clients on the phone. | <p style="text-align: center;"><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • CICM qualifications or equivalent (not essential) • Knowledge of Credit Management, including International Credit. • Knowledge of the distribution or publishing industry. • Proven experience of being actively involved in a project team. |
| <p style="text-align: center;"><u>Skills & Attitudes</u></p> <ul style="list-style-type: none"> • Good computer skills including MS office, Excel, Word, PowerPoint. • Excellent communications skills both written and verbal at all levels. • Excellent attention to detail and good technical skills. • Strong analytical and organisational skills. • Ability to work under pressure and meet strict deadlines. • Ability to manage workloads and prioritise effectively. • Ability to adapt to changes in the team. | <p style="text-align: center;"><u>Skills & Attitudes</u></p> |