

Credit Control Supervisor

Nottingham

We are recruiting for the above key role and are inviting internal applications. The ideal candidate will have at least two years credit control experience behind them.

Job Purpose:

Supervision of Credit Control. Dealing with any queries that arise. Assist the Credit Control Manager to monitor all work through credit control department

The ideal candidate will have the following:

- ◆ Previous experience within a Credit Control environment essential.
- ◆ Good knowledge of Excel, Word.
- ◆ Ability to work using own initiative and prioritise workload.
- ◆ Flexibility - adapts positively to changing circumstances.
- ◆ Teamwork - works well with colleagues
- ◆ Strong customer service orientation with attention to detail
- ◆ Ability to work under pressure, and meet deadlines

Main Duties:

- Supervision of the Credit Control Team
- Prepare bank import download and reconcile NL 0441
- Reconcile all bank accounts
- Reconciliation of Autoline to debtor reports
- Cash posting
- Monitor allocated ledger trade debt situation by reduction of overdue debt by letter/telephone cycle
- Monthly reviews with all credit control staff to review their ledgers to discuss their issues
- Direct Debits – collection and processing
- Bad debt writes offs
- Manual invoices and credits

- Month end reporting
- CIFS Insurance – update and maintain existing limits along with covering new customers
- Warranty – liaising with depots to clear
- Reconciliation of MO income to debtors
- Credit checking new and existing customers by monitoring on Experian
- Minimise credit balances and unallocated cash
- Run off customer statements and send out
- Initiate appropriate action with collection agency and review as and when required
- Continual monitoring of best practice for credit control procedures
- Direct liaison with customers to ensure debts collected
- Manage credit control team to resolve outstanding disputes with the relevant personnel and arrange monthly meetings with depots
- Collection of overdue debts by telephone / letter cycle
- Direct liaison with customers to ensure debts collected
- Any other reasonable request as and when required

Deputise in absence of Credit Manager

- Offer support and guidance to credit control team and other members of staff on debtor related issues
- Liaising with Finance Director as and when required