

Job Description

Job Title	Credit Controller
Department	Business Services
Location	Berwick
Responsible to	Deputy Practice Manager (East)
Responsible for	No Line Management Responsibility
Date Job Description agreed	21/01/2021

Purpose of Post
<p>To handle the collection of finances, the resolution of account queries and manage debt recovery for the business. To build and maintain close links with all customers, ensuring smooth running of accounts.</p>
Summary of Responsibilities
<p>Proactively managing and collecting debts from company debtors.</p> <p>Preparing statements, client status reports and other relevant information as required.</p> <p>Ensuring timely payment of debts & following up payments as needed.</p> <p>Negotiating repayment plans, and re-negotiating these if required.</p> <p>Resolving queries & complaints both internally and externally around payments and outstanding invoices.</p> <p>Processing payments and reconciliation of invoices.</p> <p>Promoting the image of Galedin Vets, through high personal and work standards.</p>

PERSON SPECIFICATION

Please find below the key skills, knowledge and experience which are requirements for this post. The following is used to short list candidates, therefore, please ensure you meet the criteria and demonstrate them within your CV and covering letter.

1. Essential technical skills / professional qualifications / relevant education and training

- Educated to a minimum of GCSE or equivalent in English & Mathematics.
- Have excellent communication skills; written & oral.
- Have a proven successful track record in credit control and effective account management.
- Have a high level of competence in Microsoft Office products such as Excel and also experience in using accounting software programmes.
- Have excellent analytical skills, with the ability to create and process financial spreadsheets.
- Have excellent negotiation & conflict resolution skills.
- Have excellent IT skills.
- Have the ability to work as part of a team or alone.

2. Essential knowledge and experience

- Have an extensive practical experience in credit control and debt collection.
- Have the ability to maintain a calm & confident manner at all times when handling uncomfortable or tense conversations.
- To be highly familiar with GDPR policies in the workplace.
- Have practical experience in customer account maintenance such as resolving queries and complaints in a timely manner.
- Have the ability to establish and maintain solid working relationships, both internally and externally at all levels.

3. Desirable knowledge and experience

- Knowledge of the workings of the Veterinary Industry.
- Knowledge of accounting software used within the Veterinary Industry.
- A base knowledge of credit control rules & regulations as laid out by the FCA.

4. Other relevant information, for example working hours

Position is permanent, working 36 hours per week (Monday – Friday).

Rate of pay is between £10.00 & £10.50 per hour (Based on experience)