

Role profile

Description of role and context

Job title	Credit Controller (French Speaker)		
Department/team	Credit Control	Hours of work	9am -5.30pm
Line manager	Credit Control Team Leader	Line reports	N/A

Role purpose

The Primary function of a Credit Controller is to manage the timely collection of outstanding debts, working closely with other team members in order to provide high levels of customer service, and to ensure team targets are achieved.

How this role fits into the business

This role sits within Credit Control. This team/department contributes to the overall success of the business by collecting all due and overdue monies, ensuring positive cash flow levels of the business.

Key responsibilities

- Maintain a clean ledger by chasing outstanding customer debt by phone or email, responding to customer queries and requests and providing copies of documentation when requested.
- Accurately process payments by cash, cheque and credit/debit card. Keeping the cheque log up to date & banking when necessary.
- Set up & maintain customer accounts, managing customer credit limits and completing relevant supplier forms
- Build and maintain customer relationships with key contacts both internally and externally.
- Monitor the credit balances on the ledger and review at least annually, refunding where necessary as soon as possible.
- Maintain all email boxes and action within agreed SLA's.
- Daily running of all invoices and credit notes.
- Preparation of adhoc reports from the ERP system as requested.
- Preparation and processing of customer refunds & credit and re-bills.

This job profile is current as at the date shown below. In consultation with the post-holder it is liable to variation by management to reflect or anticipate changes in or to the job.

Person specification

Knowledge

Essential:

- Computer Literate
- Intermediate level Microsoft office (excel/work/outlook)

Desirable:

- Organising & Formatting Spreadsheets
- European VAT knowledge

Experience

Essential:

- 1-2 years' experience in Credit Control
- Worked fast moving environment using own initiative
- Maintaining spreadsheets

Desirable:

- Liaise with French businesses
- Verbal & Written French/English

Technical skills and abilities (or technical competencies)

Essential:

- Basic Financial/numerical understanding
- Attention to detail
- Good written & verbal communication skills (English and French)
- Ability to communicate on all levels
- Build & Maintain professional contacts

Desirable:

Qualifications / training

Essential:

Desirable:

- ICM Qualification or equivalent.

Person specification continued

Behavioural competencies

This section highlights the behaviours from the TheMyers-BriggsCo competency framework that are **top priority** for this role. This does not mean that the others are not relevant, rather that those in bold are the behaviours that are **most critical to success**. Performance against these essential behaviours will be assessed in selection and considered within the performance appraisal process when evaluating the way an individual has approached their objectives.

Competency	Level	Competency	Level
Client focus	3	Team working	2
Written communication	3	Integrity	3
Resilience and flexibility	3	Passion, commitment and drive	3
Planning and organisation	2	Problem solving and judgement	

Summary of main terms and conditions of employment

The terms and conditions of employment applying to the position are as follows:

Salary

Commensurate with experience

Benefits

- 25 days paid holiday, plus up to five days unpaid leave per annum
- Free individual private healthcare and dental cover
- Group personal pension scheme where The Myers-Briggs Co matches individual contributions between 3% and 5% (eligible to join after three months)
- Life assurance, paying four times salary
- Parking available on site
- Employee Assistance Programme
- Long Term Disability Insurance

Notice period

The contractual notice period for staff in the above post is one month on either side during the first 12 months, increasing to two months thereafter.

Probationary period

3 months

Hours of work

37½ hours per week. Some adjustment to hours may be possible to accommodate those requiring flexibility.

Date role profile updated: November 2018