**Job Description**

**Credit Control Administrator**

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| **Job Details** |

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| Reporting to: Area Manager |  | Date: 1st December 2013 |

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| Department: Administration |  | Location: Bridgend |

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| Responsible for: Credit Control |

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| **Job Summary** |

The role of the Credit Control administrator is to identify, raise and resolve, and provide excellent customer service and prevent delays in cash flow.

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| **Key Responsibilities** |

* Accurately reconciling statements and systems
* Identifying and managing queries to enable appropriate resolution
* Checking customer's credit ratings with banks
* Deciding in conjunction with the Area Manager to offer the credit to customers
* Setting up the terms and conditions of the hire
* Dealing with internal queries about payments
* Ensuring customers pay on time
* Negotiating re-payment plans
* Managing refunds
* Preparing debt management information

**Key Skills**

* Good oral and written communication skills
* Ability to work to a high level of accuracy with particular attention to detail
* Excellent customer service skills and telephone manner
* Enthusiastic, efficient, well-motivated and a positive attitude
* Ability to organise and prioritise
* Ability to work as part of a small team

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| **Confirmation** |

Please check that the above details are correct and sign below to confirm. Thank You.

**Job Holder:**

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| Name: |  | Date: |

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| Signature: |

**Manager:**

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| Name: |  | Date: |

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| Signature: |