**Job Description**

**Credit Control Administrator**

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| **Job Details** |

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| Reporting to: Area Manager |  | Date: March 2018 |

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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

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| **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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| **Health and Safety** |

* To ensure that all personnel, equipment and practices comply with Health and Safety requirements
* To liaise with safety representatives and the Health and Safety department to ensure that Health and Safety initiatives are implemented
* To follow all risk assessments and method statements
* Report all accidents, incidents, and near misses
* To ensure compliance with the full company health and safety policy

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| **Working Environment** |

* To maintain all areas to the highest standards of housekeeping at all times
* To monitor, report and progress all damage to the fabric of the plant and equipment
* To ensure that the equipment is operable and maintained according to the Preventative Maintenance Schedule
* Undertake pre-checks as required for all work equipment
* Deal with any spilt material and product in accordance with spill procedures.

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| **Compliance** |

* To follow all quality, safety and environmental policies
* To ensure compliance to all objectives for continuous improvement
* To complete any paperwork required, either electronically or in paper format and return it to the office.
* To follow written and verbal instructions given; including any written procedures and processes as relevant to your area of operation.
* To attend any training required, and read any information and newsletters issued to you.

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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: |