

Job Description

Credit Controller

Job Details

Job title	Credit Controller
Job purpose	To collect cash owed to UKAS by Customers in a professional manner, following UKAS procedures and processes and resolving Customer queries to eliminate the barriers to cash collection. This currently relates to both UKAS and CPA Customers.
Job location	Office based (with hybrid working option)
Reports to	Head of Finance
Qualifications	<ul style="list-style-type: none"> + Strong communication skills, both written and oral + Ability to establish and maintain good customer relationships both internally and externally at all levels + Ability to reconcile customer accounts and have excellent attention to detail + Ability to hold personal customer information in the strictest confidence + Calm confident manner to handle potentially uncomfortable conversations + Competence in Microsoft office including excel + Excellent organisational skills
Essential criteria	+

Dimensions

Line management	Yes <input type="checkbox"/>	Budget holder	Yes <input type="checkbox"/>
	No <input checked="" type="checkbox"/>		No <input checked="" type="checkbox"/>



Job Purpose

<p>Core responsibilities</p>	<p>To progress defined administration tasks to ensure that company cash is collected promptly and in line with internal processes, ensuring that we provide a professional service to customers whilst maintaining a DSO of no more than 45 days. Tasks to include but not limited to:</p> <ul style="list-style-type: none"> + Ensure cash is posted by 10am each day to the correct Customer account + Ensure cash allocations are made using remittance advices + Make 30 Successful telephone calls each day + Ensure UKAS Credit control escalation process is adhered to + Process Application WRAPS within the company SLA – currently 24 hours. + Ensure the system is adequately updated using the decision flags provided and attaching relevant documentation + Agree payment plans where appropriate + Update the Customer payment terms where applicable ensuring that UKAS credit risk is minimal by reviewing the customer credit score initially and annually thereafter and payment history on an ongoing basis and assigning appropriate payment terms + Escalate and take ownership of Customer queries to aid prompt payment being made + Monitor the credit control inbox <p>Other Responsibilities</p> <ul style="list-style-type: none"> + Maintenance of accurate and up to date internal records to ensure efficient retrieval of information + Coordination with other members of staff to ensure continuous cover and therefore consistency of operations at all times + To process any additional tasks, as agreed with your Line Manager, in an efficient and timely manner and in line with internal processes + Adopt the UKAS values, acting with “PRIDE” which stands for professionalism, Responsibility and respect, Initiative, Delivery and excellence in everything we do. <p>Decision Making</p> <p>Prioritise own work load, escalate appropriately, identify financial and process efficiencies, develop analysis and make recommendations that can support effective decision making and working practices.</p>
<p>Non-Core responsibilities</p>	<p>+</p>

<p>Signature of job holder:</p>		<p>Date:</p>	
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