



Credit Controller / Administrator

MJR

Credit Controller / Administrator

Overall Purpose

Credit controller for Accountancy practice, willing to also provide general administrative support, building effective working relationships, and assisting in the continued success of the Firm.

Main Duties and Responsibilities

1. Managing the timely collection of payments from all clients in accordance with agreed Policy
2. Addressing invoice queries
3. Posting sales ledger cash and standing order receipts
4. Chase due and overdue within agreed timescales
5. Maintain accurate records of all activities
6. Handle disputed invoices and negotiate to bring payment within the agreed terms
7. Provide accurate advice on billing queries, raising credit notes/invoices
8. Reconcile cash received and credit/debit receipts
9. Reviews credit reports and standing orders, investigating those not received
10. Fee protection project and claims
11. Provide admin support for callers / visitors to the firm and other general support functions.

Person Specification

Education and Professional Qualifications

Essential - GCSE or equivalent qualification in Mathematics and English at Grade C / 4 or above

Experience

Essential - Previous experience in Credit Control

Specific Aptitude and Abilities

Essential - Good Excel skills

Essential - Customer / client focused

Essential - Excellent attention to detail

Essential - Able to work to tight deadlines - well organised

Essential - Good communication skills including written communication

Interpersonal Skills

Essential - Good team experience

Essential - Able to earn respect from others

Special Factors

Essential - Enthusiastic

Essential - Reliable

Essential - A flexible approach to work