

# Valpak Job Specification: Credit Controller



*Valpak is a trusted provider of environmental solutions for UK organisations. Whether an organisation's goals are to achieve full legal compliance, manage environmental costs or to gain an enhanced reputation we can use our knowledge and expertise to help.*

## Summary

This role will focus on raising sales invoices, chasing customers for outstanding payment and allocating receipts. You will develop an excellent understanding of the business, develop strong contact relationships both internally and externally and have the personal characteristics that find chasing for outstanding debt challenging and rewarding.

## Responsibilities

- Consolidating sales orders, raising sales invoices and posting to account system
- Own a set of customer accounts and chase outstanding debt by various means ensuring cash collection is in line with set targets
- Record all communications in CRM system and capture follow up calls and tasks
- Build knowledge of customer accounts and develop relationships to ensure prompt payment
- Recording of customer cash receipts and allocation to invoices and credit notes ensuring accounts are reconciled
- Record, escalate and manage the resolution of debt queries efficiently
- Co-ordinate information and attend meetings with Operational departments to resolve outstanding debt and queries

- Produce daily call sheets, weekly performance reports and outstanding debt commentary
- Complete credit control related month and year end duties
- Complete sales ledger housekeeping routines
- Filing finance documents
- Other finance related duties as required

## Experience and Skills

- At least 2 years' experience working in a finance department processing financial transactions onto standard accounting systems
- At least 2 years' experience owning a large set of customer accounts chasing outstanding debts in a business to business environment
- Excellent communicator and negotiator with a confident approach to dealing with outstanding debts
- Good working knowledge of MS Excel and a CRM system
- Quick learner able to follow processes and workflows
- Self-motivated and hard working with ability to prioritise tasks effectively

- Methodical and accurate approach with the ability to demonstrate problem solving and common sense
- Confident working within a team and independently

## Qualifications

- Minimum grade C in Mathematics and English GCSE / O level standard
- Some formal training in debt collection and customer service

Ensure Your Compliance

Manage Your Costs

Build Your Knowledge

Enhance Your Reputation



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