



G4S TECHNOLOGY

JOB DESCRIPTION

Job Title:	Credit Control Co-ordinator
Department:	Finance
Reporting To:	Credit Control Supervisor
Liaison With:	All other company departments Other Group companies External Customers

Overall Objective of Role:

To minimise the level of overdue debt through effective recording, monitoring and co-ordinating responses to customer queries that are causing non or late payment. To assist in eradicating root causes of late or non-payment by keeping debtor card information updated and help in the implementation of suggested solutions.

Key Responsibilities:

- Setting up new accounts and updating static detail on existing accounts.
- Ownership of the query register and chasing up of responses to customers queries until they are resolved.
- Credit checking of both new customers and keeping to a schedule of re-checking existing customers regarding contract amendments and resulting credits.
- Communication link between Credit control, invoicing department and sales/service departments.
- Controlling and responding to Purchase order number related queries.
- Logging and monitoring outcome of incoming post queries.
- Processing and recording credit card payments.
- To provide phone cover for credit control.
- Reconciling debtors accounts.
- Assisting with Month end reporting.
- Ad-Hoc projects and duties as required.



PERSON SPECIFICATION

Job Title: Credit Control Co-ordinator

Department: Finance

Attribute	Essential	Desirable
Attainments / qualifications	Minimum of 5 GCSE levels at grade C or higher or the equivalent.	AAT part qualified or studying towards.
Previous experience / training	Previous experience in a finance biased customer service role or finance administrator role.	Used to working as part of a larger finance team.
Skills / knowledge	Numerate Good keyboard skills Confident telephone technique/manner Good administration Minimum of intermediate level at Microsoft Excel / Word and Outlook.	Great Plains experience Microsoft Access experience.
Personal skills	Accurate and methodical Assertiveness Responsible team player Self motivation Adheres to agreed procedures, but able to work under own initiative Excellent communication skills	
Other work related factors	Able to work effectively in an open plan office environment.	