



**CREDIT CONTROL AND SALES LEDGER
ROLE PROFILE**

JOB FAMILY:

HR CODE:

| STRUCTURE | LINE MANAGEMENT RESPONSIBILITIES |
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| This role is within Trade Distribution Ltd located at the Company's IOM Kewaigue Depot and forms part of the Compliance team reporting to the Compliance Director. | n/a |

MISSION & PURPOSE

The mission and purpose of the Credit Controller role is as follows

- To improve the organisation's working capital by ensuring prompt collection of sales debts
- To efficiently manage the control of debtors to ensure that payment is made by debtors in accordance with company policies.
- To supply administrative support to the business, in particular in relation to the sales ledger and credit control and assistance to the Finance and Compliance Directors.

KEY RESPONSIBILITIES & DELIVERABLES

- **Credit Control**
 - Create new customer accounts in line with Basic Sales Process. Ensure invoices are created and capture necessary information to obtain efficient payment.
 - Document any issues in respect of non-compliance on jobs that lead to invoicing queries.
 - Create Non-Job NCRs in respect of business processes not being followed under the compliance title that have resulted in delayed payments or customer queries. Liaise with the Operations and Compliance Manager to identify the root cause of the problem.
 - Ensure customer invoices created and sent in a timely manner.
 - Identify and introduce payment trackers where necessary.
 - Ensure customer adherence to payment terms. Apply cash/debt collection and escalate ongoing issues where necessary.
 - Ensure a 5% bad debt provision is met and maintained on a monthly and year end basis.
 - Communicate effectively with customers to resolve payment queries.
 - Create and send statements to customers.
 - Maintain and review sales ledger accounts to ensure they remain tidy and free from errors.
 - Maintain and correct unallocated reports for all cash and payment posted to Navision.
- **Sales reconciliation**
 - Reconcile all Multifreight sales by given deadlines at the beginning of each week.
 - Create and issue invoices for Key customers.
 - Communicate and demonstrate sales to Financial Director on a weekly basis.
 - Uplift sales to Track it and Multifreight.

- Identify and escalate sales issues to senior management where necessary.
- Create and review un-invoiced report and engage MD, Sales Director or operational team where necessary.

➤ **Reporting**

- Responsible for weekly reporting of sales reconciliation, invoices, aged debts, and other reports to Finance and Compliance Director

PERSON SPECIFICATION & BEHAVIOURS

- Excellent communication and interpersonal skills enabling effective communication. across all levels both internally and externally.
- The ability to be assertive and confident.
- The ability to multi-task and meet strict deadlines
- The ability to solve problems effectively and in a timely manner, whilst maintaining strong customer relations.
- Very well organised with high attention to detail.
- High degree of flexibility and willingness to help others in a team environment.
- Friendly and professional manner.
- Calm and methodical approach to tasks.

EXPERIENCE, EDUCATION, TYPICALLY

- A minimum of 5 GCSE's A* - C (including Maths) or equivalent
- Qualified or studying towards CAT or Credit Control related qualification
- Ideally, a minimum of 3 years' experience of working in an office environment.
- Experience working with debt collection and sales ledger.
- Ideally, experience working within a logistics and multi-freight operations environment
- Good working knowledge of IT systems including Microsoft Excel and Navision.

The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All employees are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the Heron & Brearley Group and to add value.