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JOB DESCRIPTION

Office Site: London	Location: Isleworth
Position Title: Credit Controller	Date: September 2010
Reports to (Title): Credit Control Manager	Approved by: Finance Director

1. Summary of Role

Maximise the cash collection of the Company and to maintain accurate accounting records on the Sales Ledger.

2. Duties and Responsibilities

- Responsible for the cash collection of the debtors of FCF Plc.
- Supply updates and summary information to the Credit Control Manager.
- Cash collection of between, 300-500 accounts, on a timely basis, whilst keeping age debts to a minimum. Dealing with both domestic and national customers.
- To attend client meetings where necessary.
- Proactively chasing by use of phone calls, letters emails etc.
- Supplying cash flow forecast information to the credit control manager.
- Dealing with customer complaints and payment queries.
- To asses where court action is necessary.
- Working towards monthly cash flow targets and aged debt targets.
- Liaising internally with relevant departments to resolve customer queries.
- Good customer service and general administration.
- Prepare weekly cash flow forecast for your ledger and pass to the Credit Control Manager.

- Resolve customer queries by preparing query forms for credits required and escalate all large queries to the Finance Director and relevant departments.
- Dealing with payment queries regarding direct debits, credit card payments and credit charges.

Targets

- Age Debtors
 1. 120 days – 1%
 2. 90 days- 4%

3. Skills and Competencies

<p>Unique Skills and Competencies</p>	<ul style="list-style-type: none"> • 2 years previous experience in a credit control position & working towards targets and tight deadlines. • Security industry preferable but not essential. • Good knowledge and understanding of sage accounting system. • Reasonable expertise with Excel and Word. • Understanding of Cash system in relation to the sales ledger. • Able to work on own initiative as well as part of a team.
<p>Contacts</p>	<ul style="list-style-type: none"> • Clients- Able to communicate effectively with all FCF Plc's customers and partners. • Internal Staff, Engineers, partners, Suppliers and Customers.

The above Job Description may change subject to the business needs and a new version will be given to the individual.