**Credit Controller – Job Description**

**Department:- Finance**

**Reports to:- Credit Manager**

**Location:- Nepicar House**

**Based:- Wrotham,Kent**

**Role:- Full Time**

**Purpose of role**

This is an exciting role within the Credit Control team ensuring all revenue is collected in a timely fashion and dealing with the associated queries that come up. This position offers an excellent opportunity to work in a busy finance team and maintain positive relationships with our clients.

**Summary of Responsibilities**

1. Responsible for a set of accounts to chase by phone and email, covering debt on the Healthcare ledger. Proven ability to communicate clearly and to create good relationships with our funders.
2. Reporting and tracking of collection progress to the Credit Manager.
3. Proactively dealing with a high level of sometimes complex queries and escalate where necessary.
4. Raising credit note requests for your own accounts and working closely with the billing team and allocation team when queries arise.
5. Monitoring and logging credit rejections and locating extra backing if needed to re submit the credit request.
6. Collating observations and funding documents that are requested by funders.
7. Upload invoices and manage self-bills on portals to ensure prompt payment.
8. Account reconciliations where required.
9. Identify areas for process improvement to ensure continuous and efficient improvement in the credit control team.
10. Adhoc tasks in line with the wider team.

**Person Specification**

Our billing processes can be quite complex, so the ideal candidate will need good communication skills and be adept at resolving queries. They should be willing to work as part of a team and demonstrate the ability to prioritise their workload to meet targets. A self-motivated candidate with a high level of integrity would suit this role. A strong proficiency in excel is desirable.

Previous experience of credit control or similar role is desirable. Also, knowledge of billing and how it works would be of benefit.

***We offer an excellent package which includes contributory pension scheme, free life assurance, 25 days annual leave plus an additional paid birthday and anniversary days leave*.**

**If you are interested and meet the above criteria, please contact Jolene Paterson, Credit Control Manager.**