

Credit Control Administrator

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Company: Cpl

Location: United Kingdom

Category: office-and-administrative-support

Job Title: Credit Control Administrator

Location: Belfast City Centre

Pay Rate: £11.64 per hour

Working Hours: Monday to Friday (9am-5pm)

What is the Role?

The Administrator will be working as part of the Credit Control Team where the focus is on engaging with customers to recover payment, liaising with 3rd parties and all subsequent duties including Meter Exchanges, Sitework activities, account reconciliations and query resolution. The successful candidate will provide customer service both in person, phone and email.

Key Responsibilities:

Ensure accounts are updated and amended accurately and compliantly in accordance with agreed policies, processes and procedures

Work through assigned credit control reports to ensure all requests are actioned and jobs raised on siteworks within agreed timescales

Maintain a high level of accuracy and focus on quality, capturing, inputting and changing customer information on the customers' accounts

Ensure accounts are always updated accurately with actions required/completed, details of changes, amends or customer requests

To work towards set targets as part of a team using established guidelines, procedures and processes

Actively engage with other colleagues and customers to manage customers' accounts, resolve queries and respond as required

Review and following up on internal queries from other departments within the business

Work with the Customer Service team to provide telephone support at times, dependent on business needs, to ensure our customer service levels and targets are maintained

Provide project and admin support throughout the Operations Team as required to ensure regulatory compliance and that deadlines are met

Tasks as directed by line management

What do I need?

To be organised and ability to use own initiative, have exceptional attention to detail with the ability to produce consistently accurate work

Be customer and quality focused, passionate about delivering excellent customer services always

Excellent verbal and written communication skills

Previous analytical or account reconciliation experience

Strong interpersonal skills with problem solving ability Experience using a shared email inbox

Experience using a shared email inbox

High standard of IT proficiency; excellent working knowledge of Microsoft Office, specifically Excel

Good team player

Positive and flexible attitude

Previous experience in a customer service, customer accounting or administration

environment

If you would like anymore information on this role or would like to apply please contact

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