

Credit Controller

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Company: JLA Group

Location: Manchester

Category: business-and-financial-operations

Location Ripponden/Manchester Salary 24500 Vacancy Type Permanent/Full Time Job

Description

Credit controller - 2 days working from home - *plus bonus* OTE £28k

About our business

JLA is a mission critical infrastructure solutions business offering services Laundry, Catering, Heating, Fire Safety, Infection Control and Air Conditioning.

The company offers an end-to-end, on premise, machine supply and breakdown service proposition under the name Total Care, and additional products and services. JLA is driven by a world class Sales & Marketing engine, owns and maintains all assets, and has an efficient on-site operations team working with daily with customers.

Role overview

Key tasks

- Looking after a portfolio of customers and understand how to use your relationship to maximise cash collection.
- Prioritise a variety of daily tasks that deliver on customer service as well as financial targets
- Working with the accounts payable team to keep customer ledgers up to date and answer any account queries.
- Collaborate with internal teams to deliver on customer success and using this to negotiate payment
- Work with team managers to put forward your ideas for challenging accounts
- Taking payments by debit or credit card

- Working with the team managers and head of department to forecast cash collections
- Considering next steps when debts are unrecoverable and putting forward ideas on how to move these
- Other ad hoc duties as and when required

Knowledge and Skills (what you know and what you can do)

- Demonstrated history of meeting targets consistently
- Ability to demonstrate effective debt management to timely resolution

Experience (what you have done)

- Experience of highlighting and processing Defaults where necessary
- Experience of updating and maintaining clear customer activity notes in a finance system
- Good knowledge of MS Excel
- Experience of working in a busy office environment and to tight deadlines
- Minimum 2 years' experience in a similar role
- 3+ years' experience of managing high value customers
- 3+ years' experience of managing low value, high volume accounts
- Advanced knowledge of Excel, with the ability to use Lookup & Pivots to execute reconciliation tasks
- Experience of change management / process improvements

Personal qualities

(the way you think and act)

- Able to work well under pressure and prioritise own workload
- Capability to be both personable and firm with clients, to resolve any issues and collect any money owed
- Excellent attention to detail and high degree of accuracy is imperative
- Able to cope with multiple priorities and changing environment
- Excellent communication and relationship-building skills
- Positive and flexible approach to your work
- Strategic thinking, with the ability to approach stakeholders with new ideas

Job Type: Full-time

Salary: £24,500.00 per year

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