

Job description

Job title:	Credit Controller	Reports to:	Credit Controller Manager & Cork, Tramore Road Branch Manager
Number of direct reports:	2		
Role purpose:	To manage and coordinate the ledger of a large customer base along with ensuring the financial targets are achieved.		
Key accountabilities:	<ul style="list-style-type: none"> • Oversee the entire ledger and work from it to ensure good result at month end • Manage and participate in cash collections, adhering to and enhancing controls to ensure timely payment of customer invoices • Regular review of debtors and follow up actions • Issue invoices/statements to customers monthly • Issue copy of invoices and statements as requested by customers • Liaise and communicate effectively with customers to manage their accounts and resolve payment queries • Liaise with sales department when PO's are not issued & POD'S are not signed • Engage with other branches to resolve issues on accounts when goods are purchased throughout the country • Ensure stuck dockets are cleared regularly with Branch Manager • Open new accounts • Ensure timely credit escalation • Receive and process customer payments for all three Cork branches • Manage the daily cash (counting the float & ordering change) • Accurately manage the petty cash for all three Cork branches • Prepare bank lodgements • Other ad hoc duties 		
Essential experience: vs desire	<ul style="list-style-type: none"> • Minimum 3 years' credit controller experience while managing a large customer base • Ability to demonstrate a successful track record and show the achievement of financial objectives and targets • Must be able to demonstrate good organisational and time management skills • Have good attention to detail and be able to prioritize • Excellent interpersonal skills and the ability to work as part of a team • Strong communication skills to deal on a regular basis with colleagues at all levels of the organization and in all functions, in particular when working closely with non-financial employees • Able to respond flexibly and empathetically to customer needs, managing their expectations effectively showing high accuracy and attention to detail • Strong people management skills with experience managing teams • Able to demonstrate conflict resolution skills • Ability to juggle different demands and switch between them as appropriate • Proven experience with delegation of tasks to team members • Demonstrate problem solving skills and ability to work well under pressure • Excellent Excel, Word and Outlook skills • Fluency in English both written and spoken 		

Key Performance Indicators:	<ul style="list-style-type: none">• Ensure account documentation is complete for end of month payment• Resolutions of disputes on accounts are resolved• Collection of monies on time at end of month
Key contacts:	<ul style="list-style-type: none">• Customers• Branch colleagues• Branch Manager• Credit Control Manager
Special Requirements:	<ul style="list-style-type: none">• Full clean driving licence