

Credit Control Supervisor

Job Description

Introduction

The role of a Credit Control Supervisor is key to our Finance team. You will have experience in credit control and take ownership of our debt levels and reporting in this area. You will have the opportunity to reshape debt collection processes and be involved in the implementation of our new finance system migration.

You'll be part of the Sales Ledger team so we will need you to be able to help them with other tasks from time to time.

You'll also be dealing with lots of different people, both clients and colleagues, so you will need to be great at getting on with others and confident on the phone.

Principle Accountabilities

- Maximise debt recovery by talking with our customers to arrange payment of invoices, reduce debtor days and improve cashflow.
- Take ownership and chase all overdue accounts via telephone, email and post.
- Maintain an accurate and detailed audit trail for each customer's account.
- Provide debt reports to Management each period.
- Deal with outgoing and incoming calls and emails from customers and internal departments.
- Resolve customer queries quickly and accurately.
- Build great working relationships with our colleagues in other areas of the business.
- Look for process improvements. How can things be done better or more efficiently?
- Assist with payments allocations and the reconciliation of the Sales Ledger.
- Support other members of the team as and when needed.
- Any other task deemed reasonable by your line manager.

This job description sets out the major tasks associated with the stated purpose of this post. Minor tasks normally considered an integral function of this post will be undertaken and not excluded simply because they are not itemised.

Skills & Behaviours

Below lists the skills and behaviours required to complete the role of Credit Control Supervisor at the East of England Co-op:

- Understand the importance of efficient credit control.
- Understand the importance of great customer service including a polite and professional telephone manner.
- Be sympathetic and understanding to our clients who may need queries resolved at a difficult time.
- Ability to communicate clearly and confidently across all levels of the organisation.
- Good time management and organisational skills including the ability to work independently to deadlines.

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- High standards of numeracy and writing skills including the ability to construct letters/emails.
- Good working knowledge of Microsoft software products such as Word, Excel, Outlook and Teams.
- Excellent accuracy and attention to detail.
- Ability to work on your own initiative to manage your work as well as supporting the team in meeting its goals.
- A positive approach to change and continuous improvement; and understanding the protocols for handling financial information.

Values

At Our Co-op, we live by a set of four values. What's important to remember is that your behaviours reflect our values in whatever task you're performing.



Promote collaboration in day-to-day duties – we work as one team.



Demonstrate ongoing commitment to personal learning and development.



Demonstrate value and integrity reflective of Our Co-op's values and principles.



Be resilient and tenacious.

Operational Parameters

Play your part in our team succeeding. People are at the heart of what we do and drive the success of our business. Our culture of connecting, creating opportunity and delivering excellence shape how we think, how we do things and how we help our people fulfil their potential.

We embrace diversity and actively seek to attract individuals with unique backgrounds and perspectives. We break down barriers and encourage collaboration, enabling innovation and rapid development of solutions that make a difference. Our workplace generates an enriching and rewarding experience for our people, members, and customers alike. Our vision is to build an inclusive culture in which everyone feels valued.

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We know that real personal growth cannot be achieved by simply climbing a career ladder – which is why we encourage and enable a wealth of avenues and interesting opportunities for everyone to broaden and deepen their skills and expertise.

We are committed to supporting emotional, physical, financial, and societal wellbeing and adopt a flexible approach to working hours and location. This provides team members with the greatest opportunity to work in the way that fits them best individually and also allows the team to recognise and work with fluctuating workloads.

We also make reasonable accommodations for applicants and employees with disabilities. If an accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please make your recruiter aware, we want to ensure you perform at your best.

Disclaimer

Some roles within our co-op may require licence checks (e.g. DBS, drivers, other security checks) – you'll be advised if this is the case for your particular role.

This is a hybrid-working position which will require you to balance time in our office and working from home, the arrangements of which will be discussed at Interview.

Please note that our working patterns are non-contractual. The advertised working pattern represents the normal working pattern for the role at time of advertisement and is subject to change.