

Credit Control – Job profile

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- **Purpose:** Accountable for credit control debt collection in line with policy, managing sensitive debt cases while reducing overdue accounts through daily targets and compliance with SLAs and KPIs
- **Reporting:** Credit Control Coordinator
- **Values:** Co-operation, Self Help, Self responsibility, Democracy, Equity and Equality.
- **Essential Skills and experience:**
 - Customer focused
 - Good communication and team working
 - Effectively organize and plan time while keeping updated notes
 - Experience of Microsoft Excel and other Microsoft software
 - Previous experience in Credit Control
- **Qualifications:**
 - GCSE grades A-C in English and Maths

We make a *difference* to Members & customers

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| • Regular communication with key internal & external customers on pertinent issues impacting the credit control function and wider processes (Funeral homes, finance teams) | ✓ | Good relationship with customers |
| • Maintain customer service to help ensure the Credit Control team has an excellent reputation with the CC Group | ✓ | Positive internal & external feedback |
| • Completing debt collection activity | ✓ | Good customer service levels |
| • Regular communication with customers | | |

We're *better* every day

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| • Day to day operation of the Credit Control processes | ✓ | Half year and year end performance reviews |
| • Ensure work is delivered in line with agreed standards, processes and procedures | | |
| • Ensure that all queries are resolved within SLAs. | ✓ | No major external audit weaknesses reported |
| • Invoice queries | | |
| • Continuous improvement | ✓ | No outstanding reconciliation items |

We're a *caring* community

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| • Treating customers & colleagues with respect | ✓ | Inclusion targets |
| • Foster an inclusive culture where everyone feels welcome | ✓ | Green compliance |
| • Build connections in your local community by utilizing the volunteer days that are in place | ✓ | Community & Volunteering |

We work together with *purpose*

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| • Work towards individual goals and objectives that are aligned to those of Order to Cash, Finance Shared Services | ✓ | KPIs, SLAs & personal objectives are achieved |
| • Escalation of business-critical issues to Credit Control Team Lead | | |
| • Ensure SLAs are understood as well as their impact on the day-to-day workload | ✓ | Regular performance check ins |
| • Working with other teams across the society | | |
| • Participate in society cross function projects | | |