

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

<p>We make a <i>difference</i> to Members & customers</p> <ul style="list-style-type: none">• Regular communication with key internal & external customers on pertinent issues impacting the credit control function and wider processes (Funeral homes, finance teams)• Maintain customer service to help ensure the Credit Control team has an excellent reputation with the CC Group• Completing debt collection activity• Regular communication with customers	<p>✓ Good relationship with customers</p> <p>✓ Positive internal & external feedback</p> <p>✓ Good customer service levels</p>	<p>We're <i>better</i> every day</p> <ul style="list-style-type: none">• Day to day operation of the Credit Control processes• Ensure work is delivered in line with agreed standards, processes and procedures• Ensure that all queries are resolved within SLAs.• Invoice queries• Continuous improvement	<p>✓ Half year and year end performance reviews</p> <p>✓ No major external audit weaknesses reported</p> <p>✓ No outstanding reconciliation items</p>
<p>We're a <i>caring</i> community</p> <ul style="list-style-type: none">• Treating customers & colleagues with respect• Foster an inclusive culture where everyone feels welcome• Build connections in your local community by utilizing the volunteer days that are in place	<p>✓ Inclusion targets</p> <p>✓ Green compliance</p> <p>✓ Community & Volunteering</p>	<p>We work together with <i>purpose</i></p> <ul style="list-style-type: none">• Work towards individual goals and objectives that are aligned to those of Order to Cash, Finance Shared Services• 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• Working with other teams across the society• Participate in society cross function projects	<p>✓ KPIs, SLAs & personal objectives are achieved</p> <p>✓ Regular performance check ins</p>