



Job Title:	Credit Control Administrator
Department:	Finance
Base Location:	Tewkesbury
Hours:	37.5 hours
Relationships:	Customers and internal departments
Responsible to:	Credit Control Team Leader
Responsible for:	None

JOB DESCRIPTION

Established in 1938, Cotteswold Dairy is one of the UK's leading independent, family-owned dairies. We support local farmers and communities by delivering the freshest, finest quality products and first class customer service.

Team Cotteswold:

At Cotteswold Dairy we recognise that we will achieve far greater success working as a team, with empathetic people management and valuing each other, our staff and our customers.

The aim of 'Team Cotteswold' is to give a disciplined and determined effort to value everyone and everything and as a consequence make the Company the first preference for employees and customers alike over the long term.

The Team Cotteswold Purpose:

Being at the heart of a responsible and sustainable dairy community

Overview:

The day-to-day duties of the Credit Controller are varied and include managing the debts of creditors, ensuring timely payments are made, processing incoming funds, reconciling invoices, resolving account queries and managing debt recovery.

Main Duties & Responsibilities:

- Facilitate debt collection for our Depots
- Aged debt review and reporting
- Customer account management and reconciliation

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- Liaising with sales managers and depot staff to facilitate debt collection
- Improvement of debtor ageing profile
- Reconciliation and clearance of unallocated cash amounts
- Maintain accurate records of all chasing activity
- Maintaining contact with clients to ensure invoices are clear for payment
- Resolving queries both internally and externally around outstanding invoices
- Providing accounts information to internal departments
- Covering reception and answering general calls as required
- Any other duties as required by the Directors.

Skills (Essential):

- Strong organisational skills with professional and clear communications skills, both verbal and written
- An understanding of the importance of exceeding expectations, and a desire to deliver excellence in all service areas
- An excellent telephone manner
- Proven experience of working in credit control
- General knowledge of accounting processes
- Excellent customer service and rapport building skills
- Positive attitude possessing high levels of commitment, motivation and flexibility
- The ability to prioritise and work to deadlines
- A strong team player but also work under own initiative
- Strong interpersonal skills
- Ability to establish and maintain good client relationships, both internally and externally at all levels
- Ability to reconcile complex accounts and have excellent attention to detail
- Competence in Microsoft Office products including Excel and accounting software programmes
- Calm, confident manner to handle potentially uncomfortable conversations

Skills (Desirable):

- Knowledge of the dairy industry or similar retail business
- Maintains an up-to-date working knowledge of financial and legal regulations that may affect company decisions or policies

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