

Role and responsibilities

Identity

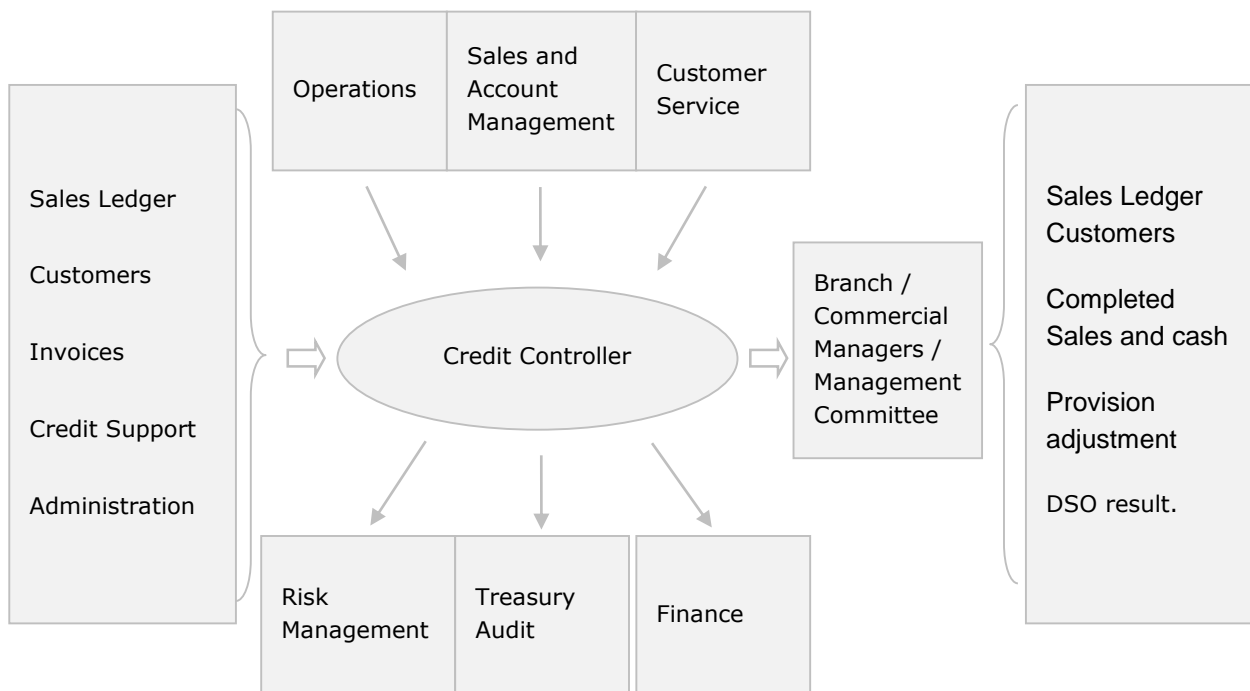
Position title	Credit Controller
Date	December 2015
Line Manager title	Credit Control Team Leader
Grade	13

Purpose

(the 'why' of the position, within which limits and according to what objectives)

Why	To effectively control the cash flow from each area of the business, minimising the risk to SUEZ of bad debt. The Credit Controller is responsible for chasing outstanding invoices to the company and plays a vital role in the cash-flow of the organization ensuring credit given to customers is monitored and controlled effectively.
Within	The scope of SUEZ's Financial P&P's.
According to	The strategy of the Finance Department

Key stakeholder interaction network



Ideal candidate experience

Previous experience of Working in a Credit Control environment within a large organisation

Ability to influence in order to obtain commitment to pay

High standard of grammatical English

Good basic arithmetic skills, comfortable working with numerical data.

Fluent in Excel including the ability to create Pivot tables and utilise Vlookup formula.

Experience of controlling a high volume of accounts in a multi site / BU operation.

The ability to plan and prioritise workflow

Excellent communication skills both written and verbally

Effective team player

Area one - Internal Customer

Details	Delivery measure
<ul style="list-style-type: none"> Collaborate with Commercial Managers, making informed recommendations in relation to the decision making process for on-going trade in time of perceived credit risk. Inform Branch Managers of customers who are showing sudden change in trading or payment patterns making qualified recommendations for placing identified customers on stop to limit the financial risk to SUEZ. Monitor and proactively manage communication with reciprocal customers and influence the internal commercial decisions to place these accounts on stop Work with the Accounts Payable team, understand the relationship with customers who have a reciprocal business relationship with SUEZ and how these accounts should be managed effectively. Ensure the data sent to customers from the Billing team is accurate within the invoicing period to ensure that any future decisions relating to the status of these accounts is relevant and managed accordingly. Liaise with and provide accurate information to the cash allocation team, making the necessary adjustments to the ledger as required 	Customer Service Feedback
	Ongoing Comms with Branch Managers
	Review of Credit Reporting
	Customer Knowledge
	Customer Account Review
	Ledger Reconcillation
In order to	meet customers desires

Area two - External Customer

Details	Delivery measure
<ul style="list-style-type: none"> Build relationships with external customers in order to ensure regular and prompt payment of invoices due to SUEZ. Understand Customers contractual terms and conditions relating to payment to ensure that all correspondence relating to late payments and the position of the account is accurate and relevant. Negotiate revised payment plans with customers who have been placed on stop making recommendations to Team Leaders and subsequently the Branch / Commercial Managers as to when to resume collections. Use influencing skills to persuade slow payers to make payment on time and/or to terms. 	<p>Over & Above</p> <p>Debt review & KPI's</p>
In order to	meet the customers desires

Area three - Profitability

Details	Delivery measure
<ul style="list-style-type: none"> Achieve bonusable targets as defined below:- To maximise cash collections on a monthly basis to ensure that DSO is met in line with targeted levels as set by Credit Manager and Chief Finance Officer. Minimise aged debt by managing customer accounts and making informed recommendations to internal customers to take remedial action/sanctions limiting the exposure of financial risk to SUEZ including stop and legal action. 	<p>KPI's & Reporting</p>
In order to	achieve the financial targets and other KPI's

Please note

1. In line with our Values and Ethics Charter, the job holder is expected to:
 - Act in an honest, responsible and respectful manner to others.
 - Be responsible for their own professional conduct.
 - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
 - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
 - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.