

## Credit Control Team Leader

We are looking for someone who is wanting to work in our busy credit control office. Someone who is driven, customer focused and business knowledgeable with a good telephone manner.

The successful candidate will be part of a friendly and dynamic credit control team, to help themselves and the business grow. They would need to use their knowledge, and strong communication skills to manage the day-to-day supervision of the credit control team, recommending and implementing various strategies to maximise sales ledger recoveries within acceptable timescales and targets. They would need to help the company minimise bad debt exposure by promptly identifying and reporting detrimental changes in customer behaviours and detrimental changes in risk.

We need someone who can improve levels of customer service by the effective recording and management of disputes and queries, including regular feedback of trends, issues, and concerns. They would also need to maintain the on-going transactional integrity of accounts whilst minimising levels of unallocated receipts and continuously seek improvement in both individual and team performances. In turn this means they will be dealing with internal and external queries, speaking to a wide range of customers, external companies, and other departments.

Our ideal candidate must be able to work independently and as a leading part of our credit control team, have a strong attention to detail, strong customer service experience and overall management experience, and strong organisational skills.

The daily duties include:

- Manage day-to-day frequency and quality of client contact and control recording of these activities
- In conjunction with the Credit Manager, communicate team performance targets and review/report regularly on achievements and variances
- Ensure the effective control, logging, and management of queries and GRF's - taking ownership of escalated issues to promote timely resolution.
- Ensure that written correspondence is produced and issued within appropriate timescales and that controls are undertaken to review accuracy and approve exclusions.
- Ensure that daily cash receipts are promptly acted upon and that correct allocation information is obtained and accurately recorded. Follow up and report on unallocated receipts
- Undertake regular ledger reviews with credit controllers to prioritise workloads and highlight issues requiring escalation
- Liaise with appropriate parties to ensure any customer complex billing requirements are understood and correctly acted upon
- Ensure that any customer payment errors are promptly identified and acted upon in a professional and ethical manner
- Day to day supervision and performance management of a team of credit controllers
- Any ad-hoc reporting and/or tasks as required by management

Key Accountabilities:

- Performance against individual, team and departmental KPI and other targets
- Prompt and accurate record keeping
- The transactional integrity of sales ledger accounts, including the timely and accurate resolution of unallocated cash
- The prompt identification and referral of credit risk issues
- The prompt identification and referral of unresolved queries that are holding up payments

Key Skills / Attributes:

- Highly organised and able to prioritise workloads within a very busy and fast-moving environment
- Strong customer service and negotiation skills, an able to speak confidently to people at all levels
- Persuasive and able to achieve results by influencing the actions of others
- Ability to meet deadlines without compromising accuracy
- Strong Microsoft office experience and overall computer experience

It would be beneficial to have experience in a similar field. We are looking for someone who is proactive, self-motivated, chatty and can work under pressure whilst still providing the highest level of customer care.

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Cleveland Cable Company is the largest supplier of cables and cable accessories in the UK. Founded in 1978, we operate nine branches across the UK and Ireland supplying domestic and European markets. In 2016, we launched Dubai-based Cleveland Cable Trading FZCO to supply markets in the Middle East and Africa, taking our business truly global. Additionally, we own and operate Superlec Direct - an electrical wholesale, supplier, and retail e-commerce website.

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Reference ID: JW/MM

Job Types: Full-time, Permanent

Salary: circa £28,000.00 per year

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To apply, please send your CV to [careers@clevelandcable.com](mailto:careers@clevelandcable.com)