



Job Description – Credit Controller

Reports to: Finance Manager
Base: Peterborough Office
Hours: Monday to Friday, from 9.00am till 5.00pm (totalling 35 hours per week)

About us:

The Road Transport Industry is a dynamic, business critical sector upon which the UK economy depends. The Road Haulage Association (RHA) is the only UK trade association dedicated solely to the needs of UK road transport operators. It is the voice of the road haulage profession, a champion of its interests and a respected partner to the broader logistics community. We represent approximately 6,000 member companies.

Key responsibilities and duties:

- Collection of all debts more than 7 days overdue via telephone communication
- Collection of training related invoices 14 days in advance of course dates
- Send reminder letters for overdue debt in accordance with agreed timescales
- Develop & maintain a debtor escalation process
- Aged debt reporting with responsibility of reducing debtor days
- Liaise with credit management agency when all internal routes of collection have been exhausted
- Put accounts on stop as & when required
- Sales invoice query resolution with customers, members or staff and provide duplicate invoices when required
- Create, review and regularly monitor credit limits in Exchequer using credit reference agency information
- Coordinate customer credit or refunds when required
- Be cross trained and provide cover for Finance Executive - Accounts Receivable role
- Provide cover for other members of Finance team as and when required
- Assist with the centralisation of Finance activities as and when required
- General office admin duties as required by Finance Manager / Head of Finance/ Finance Director

Key skills:

- Knowledge of Iris Exchequer software will be considered an advantage, experience with other accounting packages will also be considered
- Professional in their approach to dealing with issues and employees
- Confidentiality and discretion
- Strong organisational or administrative skills with attention to detail and a methodical approach
- Focused on delivering outstanding customer service to the RHA's internal and external customers and members
- IT literate and an comprehensive understanding of Windows based programmes to include Word, Excel and Outlook is essential

- The ability to communicate clearly and confidently with a range of people, both on the phone and face-to-face
- Strong teamwork skills essential

General:

- All enquiries should be handled promptly and accurately
- There may be occasions when it is necessary for duties to be undertaken away from the office therefore there may be overnight stays which will be required away from home
- Any other tasks which can reasonable be performed as requested by the RHA

General Responsibilities:

All employees of the RHA have the following responsibilities:-

Health and Safety

- To take responsibility for your own health, safety and welfare, being conversant and ensuring compliance with the organisation's policies and procedures

Training and Development

- To undertake all reasonable training, learning and development activity designed to support you in your role

Diversity and Equality

- To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment

Quality Policy

- To be responsible for the activities required to support the organisation's Quality Policy

Employee's Signature:

Date:

Manager's Signature:

Date:

Review Date:

Date: