

## Debt Collector

# Job description

### Purpose Summary

The Debt Collector is responsible for meeting targets for cash collection from customers and giving support to the management of the Debtors Ledger.

The key areas of responsibility for the Debt Collector include:

- Commercial
- Customer Service
- Teamwork
- Knowledge

### Principal Responsibilities

#### Commercial

- To be responsible for chasing outstanding debts from customers and meeting collection targets in order to maintain positive cash flow.
- To allocate receipts to invoices and credit notes so that customer balances show the correct debt due to ensure that debtor information is accurate.
- To be responsible for providing support in managing the Debtors book and to ensure that the debt status is up to date and accurate on Data Editor
- To be responsible for producing aged debt listings and days sales outstanding (DSO) reports to maintain and control the debtor level and days outstanding.
- To identify slow moving accounts noting key details on the Credit Control system so that delinquent debts are escalated for case management.
- To deal with and manage correspondence from customers to ensure that service levels are maintained within a 7 day turnaround.
- To post and lodge cheques from customers and review daily bank receipts (Bank Master) including credit transfers so that funds are credited for value as soon as possible.

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### Customer Service

- To provide professional and effective services to internal and / or external customers, to meet customer expectations, particularly in terms of Quality and Timeliness in line with departmental standards, procedures and guidelines.
- To communicate courteously with internal and / or external customers by telephone, email and fact to face, building positive relationships, investigating, responding to and progressing issues and queries to a successful conclusion at the earliest time.
- To generate Statements and Chase Letters and manage the automated escalation (chase) process periodically reviewing it's effectiveness.
- To speak positively and enthusiastically about the company and its products and services to ensure that a professional company and brand image is provided at all times to customers and colleagues.

### Teamwork

- To work as part of a team to achieve the departmental standards.
- To work together with other departments and divisions within the organisation to identify any process improvements and improve standards, efficiency and profitability.

### Knowledge

- To ensure that a good level of understanding and knowledge of organisations products and services, which is improved and maintained at all times, ensuring that customer queries can be dealt with accurately and appropriately and supported by the department.
- To take responsibility for own personal development in line with agreed annual performance objectives.
- To be willing to listen to and support colleagues and team members with professional problems, devoting time to impart expertise, infusing confidence and expressing positive expectations regarding the team's and company's performance.
- Such other duties as the management may from time to time reasonably require.

### Reporting

Department: Finance

Location: Maidstone

Reports to: Senior Credit Controller

Responsible for: N/A

### Key Interfaces

Dealing with external customers as well as some internal customers. Liaising with Causeway Credit Control team, Finance team members as well as BRL sales staff and potentially any debt collection agency.

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### Dimensions / Budgets

The Building Register team includes approximately 30 employees. The Finance department consists of 12 full time and part time staff based in the Bourne End office.

### Knowledge, Experience and Qualifications

At least GCSE's in English and Maths or equivalent.

Experience of working in a Debt collection environment is essential.

Good negotiation skills with the ability to assess issues and be assertive / firm with customers as required.

Excellent communication skills, telephone manner and technique and interpersonal skills.

Good general administration, planning and organising and time management skills.

Tenacious, with ability to work autonomously and take responsibility.

Working knowledge of debt collection escalation procedures.

Ability to understand terms and conditions of contracts, to analyse slow moving accounts and outline a collection strategy to resolve each case by collecting money due or issue of credit note.

Ability to collate and present information and to work with people.

Proficient use of the most common Microsoft applications including Basic / Intermediate knowledge of Excel to download and analyse data

ICM qualification or part qualification desirable.

Knowledge of book-keeping, debits and credits

*This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they exist currently, but it is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment.*