Credit Controller - 6-month fixed term contract

An exciting opportunity has arisen for an experienced and proactive Credit Controller to join a busy collections team. An excellent opportunity for someone who enjoys building strong customer relationships while ensuring outstanding debts are collected efficiently, effectively and professionally. Fixed term contract, 6 months.

As Credit Controller you will be responsible for managing a portfolio of customer accounts, reducing early arrears, whilst delivering excellent customer service.

Key Responsibilities

- Proactively manage and collect outstanding customer debt.
- Contact customers by telephone and email to resolve overdue accounts.
- Allocate incoming payments accurately.
- Reconcile customer accounts and investigate payment discrepancies, ensuring these are resolved quickly
- Build and maintain positive working relationships with customers.
- Provide updates to management and where required generate MI reports.
- Update customer account information ensuring it is accurate and up to date.
- Experience in consumer debt collection as well as trade-to-trade, advantageous
- Experience in construction, plant hire, machinery/equipment sales environment ideal, but not essential.

Skills & Experience

- Proven background in Credit Control essential
- Strong negotiation skills.
- Knowledge of creditworthiness & credit monitoring procedures
- Excellent communication skills and relationship building
- Strong attention to detail with good problem-solving abilities.
- Confident working with Microsoft Excel and bespoke systems (training provided)
- Ability to prioritise workload and manage multiple accounts.
- Professional and confident telephone manner.
- Organised with excellent time management skills.
- Experience of Consumer debt collection is helpful.

- Experience of working in construction, agriculture, plant hire sectors – helpful not essential.
- Able to work independently as well as part of a team.
- Client is an asset finance FCA approved lender (trade to trade and consumer/Regulated by the Consumer Credit Act), serving customers in the construction, agricultural, and commercial vehicles sectors.

Based – Rocester, Staffordshire, ST14 5JW.
Type of firm – finance company – asset finance, serving the construction and agriculture industries.

- Competitive salary/pro-rated.
- Pension (auto enrolment) – 15% of salary contribution by employer
- On site gym, employee discounts, free parking, charity day/volunteering scheme.
- Office based – working from home up to 2 days per week after training.
- Fixed term contract 6 months.
- Working hours – Monday to Fridays (5 days per week), 8.30 am to 4.45 pm (37.5 hours per day with 45-minute unpaid lunchbreak).
- 25 days holidays per annum and Bank Holidays, pro-rated.

Offers of Employment are subject to satisfactory pre-employment checks including:

Satisfactory references

Credit Reference Agency check

Fraud check

Drug & Alcohol test

Basic Disclosure check (DBS)

Relevant qualifications where specified

Must be eligible to work in the UK.

JCB Finance Ltd is authorised and regulated by the Financial Conduct Authority (Firm reference number: 708332), Climate literate organisation, Silver standard.