



Job Title: Credit Controller
Reporting to: Chief Financial Officer

Job Purpose

To be responsible for the effective operation of the credit control system for the IBC Sales Ledger.

Responsibilities

- To raise sales invoices/credit notes in accordance with IBC procedures.
- To operate and enforce the organisation's credit control procedures in order to obtain payment from debtors within the prescribed credit terms as far as is possible.
- To prepare and send out statements at appropriate intervals in accordance with the organisation's invoicing cycles.
- To supervise the posting of sales receipts to the sales ledger, ensuring that they are correctly identified and promptly posted and allocated to the correct sales ledger accounts.
- To deal with customer queries and reconcile sales ledger accounts as necessary.
- To review the debtors list on a regular basis, highlighting overdue accounts which require collection and initiating collection procedures accordingly.
- To follow up outstanding debts by telephone, letter, fax and email as appropriate, in order to obtain payment of overdue accounts.
- To advise the CFO of any seriously overdue accounts which may require legal action and to assist the CFO in preparing any such cases for submission to the relevant debt collection agencies or Solicitors.
- To support colleagues in the Finance team as and when required to ensure the smooth running of the finance operation.
- To carry out duties as required at the IBC conference and exhibition as directed by the CFO.
- To support the business with activities and tasks, even if not in direct remit.
- To assist with the provision of information to third parties, including External Auditors, as and when necessary.

Person specification

- A team player who is self-motivated and has a strong eye for detail.
- An ability to work under pressure and prioritise key tasks.
- Ability to be both assertive and diplomatic with strong communication skills.
- Ability to deal with (internal/external) customer queries/complaints and confident with all stakeholders.
- Ability to motivate, influence and persuade.
- Someone who can see the bigger picture and the end goal.
- To be flexible/adaptable to the changing needs of the business.
- A can do/how can I help attitude.

System knowledge

- Expected to be proficient in Microsoft Dynamics.
- Strong Excel and Outlook skills.