

Credit Control Team Administrator – Kingswinford

Contract:	Permanent
Full Time / Part Time:	Full Time
Hours:	35 Hours Monday – Friday 9:00am – 5:00pm
Department:	Credit Control Team
Location:	LCP House, Pensnett Trading Estate, Kingswinford, DY6 7NA
Salary:	Negotiable

Purpose:

Reporting to the Credit Control Supervisor & Manager this role is involved in a variety of accounting responsibilities to ensure the Credit Control processes are accurately maintained, and process deadlines are met.

Key Responsibilities:

- Responsible for ensuring that all property and tenant records on our system are up to date and accurate.
- Processing Credit Control Transactions
 - Update tenant/property/unit records as required to ensure information is input accurately and within agreed timescales.
 - Set up/amend/settle/process Transaction Management Requests.
- Work with cashiers to ensure tenant's accounts are reconciled and allocated as required.
- Ensure accurate and up to date financial data is always maintained.
- Produce System Generated Statements, Reminders, Emails and Reports on a Yearly, Quarterly & Monthly basis.
- Telephoning customers and requesting missing data and remittances
- Producing Tenant Statements.
- Processing Tenant refund requests
- Processing Tenant bad debt write offs.
- Query Management - Chase up Service Charge Budgets, Reconciliations, and Insurance documents
- Supporting the management team with reports and meeting set ups
- Raising any other documents as required.
- Any other duties reasonably within the capability of this role.

Person Specification:

- Excellent communication skills, with the ability to interact at all levels of the business, and with external customers and tenants.

- Be well-organised, with strong organisational skills and able to develop and monitor plans to consistently meet agreed deadlines.
- Resilient, with the ability to meet tight deadlines and cope with multiple & varied tasks.
- Innovative, with a desire to identify process improvements.
- Willingness to learn and demonstrate a flexible approach to working.
- Professional attitude and approach
- Good system skills including Excel, Outlook, and a willingness to learn new systems.

Qualifications / Training:

- GCSE or equivalent Grade C/4 or above Math and English.