

# Accounts Receivable (Credit Control) Assistant (Full Time or Part Time)

## Job description

### The Role

Accounts Receivable (Credit Control) Assistant focuses on management of invoices and outstanding payments, ensuring that financial data is captured in a timely and accurate manner and that outstanding debts are recovered promptly, effectively and professionally.

### Reports To

The Finance Director.

### Key Performance Measures

- Sales invoices and credit notes to be created and captured in financial systems, with a high degree of accuracy, normally within 1 working day of customer purchase order.
- Credit checks undertaken for all new customers and/or sales invoices > £100,000.
- Inbox [receivables@ideal.co.uk](mailto:receivables@ideal.co.uk) maintained at or below 3 working days unread messages.
- Remittances to be captured in financial systems normally within 1 working day of receipt.
- Queries relating to invoices are acknowledged within 2 working days and successfully resolved within 5 working days.
- Collection status notes and issues to be maintained within the financial systems in real time.
- Overdue invoices are chased via telephone at least twice a week (see suggested weekly routine in Credit Control Guide).
- Account Managers and Account Directors are kept informed about overdue invoices and involved in collection as appropriate (two pronged approach to chasing customers).
- Statements to be emailed to all customers with overdue balances on a weekly basis.
- Invoices escalated when overdue by 15 days or more.
- Average ageing of sales invoices (days overdue beyond agreed credit terms) maintained at or below 15 days. i.e. 45 days or less to collect sales invoices raised on 30 day credit terms.

### Principal Responsibilities

- Taking ownership of all accounts receivable activities.
- Managing the accounts receivable inbox, dealing with all queries and capturing all relevant information in financial systems.
- Monitoring incoming email, written and other forms of communication, actioning and/or forwarding as appropriate.
- Raising sales invoices as per customer POs and/or Account Manager instructions.
- Performing rudimentary sense checks on profit sheets, coding etc before invoices are raised
- Liaising with Account Managers if instructions are not clear and/or data errors or omissions.
- Raise sales invoices promptly so the Assistant Accountant can accrue corresponding costs.
- Liaising with the Assistant Accountant to ensure a consistent understanding of profit sheets.



# ideal

Defining customer experience

- Raising credit notes, subject to Finance Director approval.
- Inputting payments and ensuring that all financial systems data is accurate and up to date.
- Maintaining regular contact with customers, generating reminder letters, statements and proactively calling to follow up on outstanding balances.
- Maintaining a centralised record of all relevant communications in the financial system.
- Reconciling account balances to customer records where discrepancies appear likely.
- Correcting any inaccuracies within our financial records, subject to manager approval.
- Creating new customer accounts when required and ensuring completeness of data such as invoicing address, contact details, GB or EU VAT codes, agreed credit terms.
- Performing credit checks for all new customers and/or sales invoices > £100,000.
- Maintaining an automated alerts system for obtaining credit updates on existing customers.
- Analysing aged debtor balances on a regular basis and focusing collection activities upon those overdue balances that pose the highest risk. i.e. large balances, long overdue balances, balances where high risk of insolvency.
- Explaining credit terms and invoice due dates to customers, as appropriate.
- Negotiating repayment plans as and when required.
- Escalating to warnings / letters before legal action, subject to Finance Director approval.
- Coordinating and administering legal action, if required.
- Producing ad hoc reports as and when required.
- Assisting Finance Director in various other projects.

## Other Responsibilities

- Taking pride in the accuracy of financial records, ensuring captured correctly first time.
- Developing and maintaining an awareness of applicable VAT regulations.
- Participating in training opportunities, ensuring technical knowledge to perform role.
- Operating in compliance with legal requirements and other regulations.
- Assisting with continuous improvement of systems, controls and working practises.
- Providing cover for the Assistant Accountant (Accounts Payable) and Administration and Logistics Manager as required.
- Assisting with shipment of customer items and other logistics.
- Liaising closely with the Sales Support team.
- Escalating issues to the Administration and Logistics Manager and Finance Director as required.
- Undertaking any other reasonable duties as required.

## Requirements

- Experience in Accounts Receivable or similar role.
- Excellent customer service skills, with a polite, tactful and firm manner.
- Confidence, professionalism and perseverance.
- Experience of using SME financial systems.
- Strong Microsoft Excel skills.
- Understanding of Generally Accepted Accounting Practise (GAAP).
- Excellent written and verbal communication skills, both face to face and over the phone.
- Confident, approachable and professional manner.
- Resilience and drive to deliver brilliant service.
- Questioning approach and use of own initiative.
- Excellent attention to detail.
- Ability to manage their own workload, prioritise and work well under pressure.
- Ability to work independently but preference for working in a team.

## Desirable Skills

- Experience of using Quickbooks, Sage, Financial Force or similar SME Financial or Enterprise Resource Planning (ERP) system.