



CREDIT CONTROLLER JOB DESCRIPTION

Reports directly to:	Finance Manager & Finance Director
Reports indirectly to:	Partners
Job Summary:	Collection of aged debts and to assist in achieving the Finance Department's monthly cash collection targets. To carry out timely and efficient duties as set out below. To ensure the highest level of service at all times.

Main Responsibilities

- Management and ownership, in conjunction with relevant fee earners, the entire aged debt credit control function from initial client calls and letters all the way through to Moneyclaim online and in conjunction with relevant teams defend our position and pursue through to collection to include CCJ and appointment of bailiffs if necessary
- Liaising regularly with partners and fee earners regarding phone calls to their clients in respect of outstanding bills and making those calls as required
- Maintaining relevant notes regarding debtors on in-house accounts system
- Dealing with queries from partners, fee earners and secretaries
- Attending regular meetings with the BMT to agree the appropriate strategy to collect aged and/or difficult debts, ensuring all agreed action is taken
- Day to day review of client debt - focusing on major debtors and tracking payments to ensure monthly collection targets are achieved
- Production and delivery of client statements and other supporting documents as required
- Maintenance of accurate records of collection activities in the Firm's debt and practice management systems
- Responsibility for pro-active reviews
- Housekeeping including writing off disbursement and time balances
- Ensure all working practices are compliant with best practice and SRA requirements
- To ensure conducive working relationships with clients, colleagues and other associated third parties
- Ensure positive representation of the firm at all times
- To undertake training as directed
- Comply with policies and procedures as set down by the Firm
- Any additional duties that may reasonably be required

Knowledge, Experience and Skills required

- Good knowledge of credit control in a similar environment
- Competence to deal effectively with staff and clients at all levels
- Appropriate experience in the legal or professional services sector
- A high degree of numeracy and accuracy
- Excellent organisational and time management skills
- Ability to work to and achieve deadlines
- Appropriate competency level of knowledge and experience
- High standard of written and spoken English
- Appropriate computer skills
- Ability to work effectively as part of a team as well as working on own initiative
- Ability to prioritise effectively
- Good organisational and communication skills
- Adaptability and flexibility
- A high degree of diplomacy and confidentiality in respect of staff, clients and clients matters