

Credit Control and Treasury Assistant (HR243)

Part Time (30 hours per week) Competitive Salary

Are you ready for the next stage of your career?

We have an exciting opportunity for an enthusiastic Credit Control & Treasury Assistant to join our Cotteswold family. The successful individual will work within our busy Finance team and will have previous credit control experience, with an excellent telephone manner, high attention to detail and ability to keep calm under pressure.

Day to day, this varied role includes:

- Debt collection
- Customer account management and reconciliation
- Liaising with sales managers and depot staff to facilitate debt collection
- Maintaining contact with customers to ensure queries are resolved and invoices are paid
- Age debt review and reporting
- BACS analysis, cash allocation and reconciliation of unallocated payments
- Covering reception and answering general calls as required

The ideal candidate will have:

- An excellent telephone manner
- Proven experience of working in credit control
- General knowledge of accounting processes
- Good Excel skills
- Excellent customer service and rapport building skills
- Positive attitude possessing high levels of commitment, motivation and flexibility
- The ability to prioritise and work to deadlines

We are committed to offering development opportunities in your role, to enhance your skills and knowledge, to encourage you to fulfil your potential. In addition, we also offer benefits including:

Competitive salary	Cycle to Work Scheme
30 days holiday inclusive of Bank Holidays	Refer a Friend Scheme – potentially receive £250
Group Personal Pension Scheme – 4% Employer contribution	Employee shop – discounted products and potential free delivery
Online employee benefits platform	Free car parking

For an informal discussion about the role, please contact Esther Annis, Financial Controller on 01684 298959.

For full details, please see the accompanying Job Description.

To apply please visit www.cotteswold-dairy.co.uk, or email hr@cotteswold-dairy.co.uk to find out more.



Job Title:	Credit Control and Treasury Assistant
Department:	Finance
Base Location:	Tewkesbury
Hours:	30 hours
Relationships:	Customers and internal departments
Responsible to:	Credit Control Supervisor
Responsible for:	None

JOB DESCRIPTION

Established in 1938, Cotteswold Dairy is one of the UK's leading independent, family-owned dairies. We support local farmers and communities by delivering the freshest, finest quality products and first class customer service.

Team Cotteswold:

At Cotteswold Dairy we recognise that we will achieve far greater success working as a team, with empathetic people management and valuing each other, our staff and our customers.

The aim of 'Team Cotteswold' is to give a disciplined and determined effort to value everyone and everything and as a consequence make the Company the first preference for employees and customers alike over the long term.

The Team Cotteswold Vision:

A well-managed business, with controlled profitable growth, that has an excellent reputation and is recognised as a place of opportunity where people are motivated to work.

Overview:

The day-to-day duties of the Credit Controller are varied and include managing the debts of creditors, ensuring timely payments are made, processing incoming funds, reconciling invoices, resolving account queries and managing debt recovery.

Main Duties & Responsibilities:

- Facilitate debt collection for our Depots
- Aged debt review and reporting
- Customer account management and reconciliation
- Liaising with sales managers and depot staff to facilitate debt collection
- Improvement of debtor ageing profile
- Reconciliation and clearance of unallocated cash amounts
- Maintain accurate records of all chasing activity
- Maintaining contact with clients to ensure invoices are clear for payment
- Resolving queries both internally and externally around outstanding invoices
- Providing accounts information to internal departments



- Covering reception and answering general calls as required
- Any other duties as required by the Directors.

Skills (Essential):

- Strong organisational skills with professional and clear communications skills, both verbal and written
- An understanding of the importance of exceeding expectations, and a desire to deliver excellence in all service areas
- An excellent telephone manner
- Proven experience of working in credit control
- General knowledge of accounting processes
- Excellent customer service and rapport building skills
- Positive attitude possessing high levels of commitment, motivation and flexibility
- The ability to prioritise and work to deadlines
- A strong team player but also work under own initiative
- Strong interpersonal skills
- Ability to establish and maintain good client relationships, both internally and externally at all levels
- Ability to reconcile complex accounts and have excellent attention to detail
- Competence in Microsoft Office products including Excel and accounting software programmes
- Calm, confident manner to handle potentially uncomfortable conversations

Skills (Desirable):

- Knowledge of the dairy industry or similar retail business
- Maintains an up-to-date working knowledge of financial and legal regulations that may affect company decisions or policies