



## POSITION DESCRIPTION

|                                 |                         |
|---------------------------------|-------------------------|
| <b>Title:</b> Credit Controller | <b>Employee:</b>        |
| <b>Department:</b> Accounts     | <b>Location:</b> Mosman |
| <b>Reports to:</b> CFO          | <b>Date:</b>            |
| <b>Direct reports:</b> Nil      |                         |

### POSITION PURPOSE

The Credit Controller contributes to the sustained financial performance of the Mail Call group of companies by achieving agreed credit control targets.

### KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Ensure that the allocated debtor ledger portfolio is properly maintained at an acceptable level
- Maintain accurate and up to date customer details and account records
- Process and allocate cash and EFT receipts to client's account in a timely manner
- Work with a minimum of supervision on the collection of overdue accounts
- Phone clients as needed requesting payment of outstanding amounts
- Answer all queries from clients regarding their accounts
- Use initiative to achieve targeted results while promoting customer goodwill
- Input all journals as needed to amend clients accounts
- Copy invoices and locate PODs as required and forward to clients
- Provide operational advice and assistance to staff members in connection with Mail Call's business
- Follow all agreed procedures and ensure credit collection is efficient and collection records and reconciliations are accurate
- Maintain a strong client service focus in respect to all collections and client interactions
- Comply with Mail Call's EEO and other applicable policies at all times
- Perform such other duties in connection with the business carried on by Mail Call as Mail Call may direct from time to time

### KEY RESULT AREAS

- Maintain debtor collections at agreed levels at the end of each month

## **KEY SKILLS AND EXPERIENCE**

- At least one year's experience working in an accounts receivable/credit control function, with responsibility for maintaining a debtors ledger
- Computer literate
- Results focused – able to work in a fast-paced, service oriented environment
- Customer focused
- Team player – able to work as part of the Accounts team
- Effective communication skills, both verbal and written – this role requires significant time on the telephone following up and responding to client queries
- Able to build relationships and negotiate at all levels
- Integrity and trustworthiness