

Credit Controller

Brief

Onyx Accountants Ltd is an expanding Accountancy Business with two offices based in Aston, Birmingham and Tettenhall, Wolverhampton. It has been established by Paresh Bodhani, a CIMA qualified accountant who decided to leave the corporate world of Finance from companies such as Cadbury Schweppes and McVities with the aim of bringing his management accountancy knowledge to the SME Market.

As well as servicing standard Compliance and Tax work, Onyx Accountants aims to service its clients through a pro-active management accounts and consultancy service. This is in the form of either servicing businesses as a Finance Manager/Director through to a completely outsourced out-sourced Finance Service.

Currently the business has 375 Clients and the aim is to grow this in the next 12 months to at least 425 clients by the end of Summer of 2022.

Job Purpose & Objectives

At Onyx Accountants, we aim to produce Finance Information that Companies Understand and Utilise. You will report directly into the MD and will contribute to the business by:

1. Working on a specific project - chasing overdue bad debt.
2. Be responsible for managing a ledger of 1000+ accounts, ensuring prompt customer payments and regularly chasing outstanding payments via the telephone or email.
3. Keeping accurate records of each customer contact, producing weekly and monthly cash collection forecasting and cash allocation.
4. Providing weekly progress updates to the MD, liaising with Client Advisors in order to resolve customer queries and building strong working relationships.

Key Accountabilities

1. Client Relationships
2. Attention to Detail
3. Integrity of Data and Client Information
4. Management of Practice Work Schedule
5. Client Account Administration
6. Ensure New Client Accounts have been fully set up



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Pre-Requisites

In order to succeed in this role, it is expected that you will have:

1. Previous credit control experience
2. Able to work on various credit control related projects - bad debt
3. Ability to work towards strict deadlines
4. Experience managing a high number of ledgers of live accounts
5. Experience of regularly chasing overdue invoices, weekly / monthly cash collection forecasting and cash allocation
6. Ability to work unsupervised, and show high levels on initiative when dealing with customers / internal processes
7. Chasing outstanding balances and collecting debt
8. Making outbound calls
9. Managing customer complaints in Credit Control
10. Trace debtors
11. Assist with credit control
12. Excellent communication and organisation skills
13. Ability to build and maintain strong internal and external client working relationships
14. Excellent IT systems knowledge and experience - intermediate level in MS Excel
15. Strong customer service orientation
16. Strong Organisation Skills
17. A positive and determined attitude
18. Disciplined approach to work
19. Driven and motivated