

Job Description

Role: Credit Control Supervisor
Location: Hybrid, St Albans Hertfordshire

Company Overview:

Amthal Group is a newly formed independently owned group of established businesses who design, install, maintain, and monitor electronic life safety and security systems. Amthal Fire & Security (AFS) established 2000 operate from St Albans in Hertfordshire with current sales of £5.5m and 65 team members.

Integrated Protection Maintenance Services (IPL) established 2005 operate from Coleshill in Birmingham with current sales of £1.9m and 14 team members. The combined vision of the group is to scale a sustainable and dynamic group of businesses through continuous investment & development in its people.


With ambition to achieve revenue of £12m by 2026 and a mission to provide compliant protection, unrivalled customer experience and professional service. Committed to achieving operational excellence, through empowering and developing, exceptional talent, to maintain our friendly and supportive environment.


Role Overview:


The primary focus of the Credit Controller is to ensure that the company's debt is kept to a minimum and the cash collection KPIs are met. We are looking for an individual with a strong desire to succeed and who will go the extra mile to reduce the debtor balance. The role is largely focussed on reconciling client accounts and assisting in the resolution of disputes as the daily chasing is automated.


Individuals Attributes:


- Ability to work independently and within a team environment
- Good Excel skills
- Ability to work well under pressure
- Good attention to detail and high level of accuracy
- Excellent negotiation, verbal and written communication
- Outstanding interpersonal and rapport building abilities
- Professional communication skills
- Ability to internally network between departments to resolve queries

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Role Overview:


- Supervise existing part time member of staff
- Manage Kolleno, credit control software and complete daily allocated tasks
- Liase with customers and internal personnel to ensure timely resolution of invoice disputes
- Chasing customer debt via phone and email
- Effectively deal with all correspondence received in the @creditcontrol inbox
- Conduct credit checks online for new customers when required
- Reconcile complex customer accounts
- Monitor Debtor balances and proactively reduce debt in its early stages
- Meet the credit control KPIs set for cash collection
- Ensure the companies credit collection policies and procedures are followed
- Ensure they operate in line with Amthal's Vision Mission and Values
- Be a culture carrier for Amthal, in appearance, attitude & teamwork ensuring the customer experience remains the focus


Skills & Experience:


Minimum of 3 year's experience in a similar credit control role.
Demonstrated success in collecting debt from large commercial clients.
Experience of automated credit control software is beneficial but not essential.


We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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