

Collections Supervisor with additional language(s)

Offices: Northwich, Cheshire

Salary range: £22-£25k

Additional: Team Performance and Company Performance bonus

Company:

This role is with a leading outsourced credit control services and debt collection business which continues to grow at an impressive rate. A high standard of attention to client needs is the key to our success.

Responsibilities:

- Management of a small team of collectors
- Relationship management with clients
- Management reporting both internally and to clients as well as development of new reporting when required
- Manage the on boarding process for new clients
- Proactive management of client expectations
- Telephone based, contacting debtors regarding the collection of overdue monies owed to clients
- Management of diary consisting of debt collection accounts, and outsourced credit control ledgers
- Quick identification of genuine disputes within the early stages of the collections process, and the subsequent management of the debtors expectations of settlement, as per the guidelines agreed with individual clients
- Verification of invoices upon issue, confirmation of payment date prior to invoice becoming due and collection of overdue invoices
- Updating bespoke systems with latest information on the current status of each account/invoice in a clear, concise and appropriate format for viewing by the client
- Proactive work prioritisation for maximum impact and results

Key attributes:

- The successful candidate will be a strong Credit Controller with experience of managing a small team in credit control
- Excellent communication and strong negotiation skills – Must possess ability to communicate facts and concepts effectively both in writing and verbally, and offer informed recommendations to solve issues
- Fluent in at least one major European language both in writing as well as verbally
- Committed to achieving results and targets by accepting responsibility and ownership of the task, and applying effective application of effort and resources, combined with passion, belief and energy
- Decision Making – Making timely decisions in line with initiatives by collating information and prioritising, to judge correct course of action
- Efficiency/Quality of Work – Ensuring all deadlines are met and that work is completed to a high standard with attention to detail. Must show effective time management through correct prioritisation of work
- Using initiative, ensure that the time worked on a debt is justified by the commission earned, using different collections methods and techniques relevant to the account. Must also show capability to think outside the box to present cases to the Collections Manager if outside agreed parameters

Please apply by email only, with current salary and package and attaching CV, to hr@octempo.com
No agencies please