



JOB DESCRIPTION

Job Title **Credit Controller**

Department **Business Services**

Location **Park Royal, London**

Overview of role

The Business Services team are a team of combined Credit Control and Customer Service. The Business Service team's primary purpose is to process all orders accurately and collect cash within terms. The team operates Monday to Sunday from 8am to 7pm, over various shift patterns.

The Business Services team handle all contact for our B2B and consumer customers.

There is a requirement to work with all departments in the company, specifically: Warehouse & Distribution; Logistics; Sales Force & Sales Operations.

Key duties:

- Provide exceptional customer service to manage all queries to support our customers and sales teams, ensuring excellent Key Account relationships are developed
- Chase and allocate cash for assigned customers and complete administrative tasks that are required to be performed by the team

Approximate dimensions: 5,000 customers; 6,000 skus; 60 Sales Executives;

It is the responsibility of the Credit Control & Customer Service Executive to ensure customer satisfaction by;

- i) Achieving 100% accuracy and timely order processing
- ii) Meet 98% inbound call service level
- iii) Taking orders in a professional and confident manner
- iv) Effectively communicating with the sales team and other departments on any matter at all that may affect the customer
- v) Log all customer contact via interactions or Fresh Desk
- vi) To enhance the customer experience through building strong relationships and constantly delivering outstanding service; dealing with all enquiries promptly, thoroughly and courteously
- vii) Undertake a range of customer/sales/service tasks with a view to providing a high level of support to the customers and the business
- viii) Continuously improve the offering to customers through exceptional service

Duties & responsibilities

Inbound order capture & processing

1. Process orders accurately and in sufficient time to allow delivery dates to be met



2. Ensure due attention is given to any special order instructions, including paid and unpaid reserves and any delivery instructions
3. Ensure that all possibilities are investigated before advising of a stock shortage (large orders not yet despatched/stock on un-paid reserve/different case pack/vintage/alternatives)

Credit Control

1. All administrative tasks relating to customer accounts and collecting cash
2. Updating customer records, tracking customers payments and allocating payments to customers' accounts
3. Chasing payments from customers, liaising with the sales team and placing accounts on hold where appropriate
4. Sending copies of invoices or credit notes and proof of deliveries
5. Ensuring customer enquiries are responded to
6. Dealing with trade references

Customer service

1. Respond to consumer (B2C) enquiries and requests via Freshdesk
2. Respond to customer (B2B) enquiries and requests via Freshdesk
3. Take inbound calls for anything relating to customer service
4. Advise customers & consumers of any delivery issues that have been identified before delivery



Person Specification

	<i>Essential</i>	<i>Desirable</i>
Qualifications/ Training	<ul style="list-style-type: none"> • Good education, GCSE in English and Maths as a minimum. Very advanced oral and written communication skills 	<ul style="list-style-type: none"> • Educated to degree level • WSET qualification
Knowledge/ Experience	<ul style="list-style-type: none"> • Background in customer service/sales • Experience of working as a credit controller • Experience working closely with diverse groups of people 	<ul style="list-style-type: none"> • Experience working in the wine & Spirits industry • Fluent in French, Italian or Spanish • Good wine & spirits knowledge
Skills/ Abilities	<ul style="list-style-type: none"> • A self starter able to manage themselves • Strong communication / interpersonal skills • Numeracy, accuracy and attention to detail • Intermediate to Advanced level on MS Office • Excellent written and oral skills • Ability to engage with team, customers, management and sales 	<ul style="list-style-type: none"> • Experience using Navision CRM
Characteristics	<ul style="list-style-type: none"> • A quick learner • Ability to prioritise, plan, organise and control work flow in a team environment • Works well in a team and always goes the extra mile • Energetic individual with a passion for customer service, a self-starter with a thirst for knowledge • Willing to work flexibly • Attention to detail • Ability to find and execute creative solutions to a wide variety of supply chain issues • Passionate sales person 	