

## Credit Controller (UK Shift)

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Company: The Financial Times

Location: Apac

Category: office-and-administrative-support

**Title:** Credit Controller (UK Shift)

**Shift:** 4pm to 12mn (local Philippines hours)

### About Us

The FT has an uncompromising mission: delivering independent, quality information, news and services to individuals and companies around the globe. It's the cornerstone of our reputation and the heart of our ambitions for the future. But for our people, the FT offers so much more than what we do. FT people come from all kinds of backgrounds and work across a huge range of disciplines and locations, and find an empowering, warm and welcoming culture that values curiosity and rewards smart, ambitious thinking. Those who are willing to unite around our mission and live our values will find plenty to challenge, inspire and interest them. Like the audiences we serve, no two FT people are the same; but together we help our audience be better informed and understand the world around them. It's a job that's never mattered more, and a career that can take you anywhere you want to go.

### Our commitment to diversity and inclusion in the workplace

At the FT, we give all employees a voice so that diverse perspectives are heard and valued. We believe that a supportive workplace is one where employees feel they can be themselves at work. We'll continue to remove barriers for all, and in particular barriers facing employees from underrepresented groups.

### Job Purpose / Role Overview

This role will be responsible for managing portfolios and working closely with internal stakeholders to achieve company objectives by taking part in collection activities such as

conducting credit checks on new customers, maintaining client's credit, investigating delinquent accounts and analysing account performance.

### **Main duties and responsibilities**

Conduct credit checks and thoroughly evaluate credit limits to be assigned to the new customers created and inactive customers with new businesses.

Review customers with credit holds and approve the new bookings.

Strict implementation of credit terms and conditions.

Monitor and analyse customers' credit, and collection trends and identify debt issues at an early stage for resolution.

Engage with the sales representatives by flagging detected debt issues to help maintain the client's credit resulting in payment of invoices.

Contact customers falling under delinquent accounts and arrange payment plans and agreements. Escalate accounts if the debtor appears to be non-paying and non-responsive.

Manage the decision process on removing customers' credit and suspending orders and services when payments can't be obtained. Manage Credit Limit in Customer Master Records based on updated Client Credit Checks and Recent Client Payment Performance

Manage complex cash application issues in collaboration between Customers, Sales Reps, and Invoice to Cash Analysts.

Prepare cash collection forecasting for management review.

Maintain accurate entries for HOAS and AS&T Director's bad debt and provisioning in accordance with accounting standards.

Prepare and conduct debt reviews with business stakeholders with actionable items to maintain customers' creditworthiness

Perform and complete the assigned daily collection strategy work items across all transactions. Contact customers via calls and emails, sending invoices and requests for payment.

Resolve client disputes and follow through to satisfactory resolution which results in

payment of invoices.

Monitor customer account details for nonpayments, delayed payments, and other irregularities.

Maintain call and email logs and expected payment dates to bring the account current and conduct follow through. Document collection notes in the system.

Call customers and process approved credit card payments following GDPR and PCI compliance.

Maintain positive and collaborative relationships with internal and external stakeholders to ensure performance targets are met on a daily, weekly, and monthly basis.

Perform Incident Management through Root Cause Analysis, Corrective Actions and Preventive action planning as needed

Update Process Documentation and Training Materials as needed.

Perform and participate in tasks and special projects that may be assigned from time to time and whenever needed.

This role will be working under UK Shift between 4pm to 12midnight

## **PERSON SPECIFICATION**

Candidates must possess at least a Bachelor's/College Degree in Accountancy or Finance and/or equivalent courses. Certification of Public Accountancy is preferred, but not required.

Experience in Credit Controllershship/Management, Accounts Receivables, Order-to-Cash or Business-to-Business Collections, preferably from global shared services environments and/or multinational companies.

Preferably with Oracle System, Adbook and/or Salesforce, Archimedes, CRM background but not required.

## **CORE COMPETENCIES**

**Attention to Detail**- Ability to notice both minute and pertinent details of transactions, situations and documents; thorough and conscientious when performing work.

**Effective Communication** – Can convey clear and convincing oral and written communication to individuals or groups effectively taking into account the audience and nature of information being presented. Uses appropriate strategies to gain genuine agreement and commitment.

**Customer Service** – Ability to work with internal and external clients, assess needs, provide information or assistance, resolve concerns, or satisfy their expectations; committed to providing quality products and services.

**Problem Solving** – Ability to identify problems; determine accuracy and relevance of information; use sound judgement to generate and evaluate alternatives and make recommendations.

**Collaboration with Peers** – Coordinates with teams across department, organisation, and global boundaries; Builds and maintains a broad network of relationships with the aim of promoting and developing the organisation.

**Drive for Results** – Consistently maintains high levels of productivity; Shows a passion for improving the delivery of services with a commitment to continuous improvement.

**Relational Acumen** - Ability to develop, maintain and adapt relationships and stakeholder networks to ensure facilitation of required action; the delivery of relevant feedback and the development of relational trust.

### **What's in it for you? Our Benefits**

Our benefits vary depending on location, but we are committed to providing best in class perks across all our offices as well as an inclusive environment to develop your career.

Examples of our benefits include; generous annual leave allowances, flexible working (including working from home), medical cover, enhanced maternity & paternity packages, subsidised gym memberships and Giving Back opportunities. Full details of our benefits can be found .

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