

# Credit Controller - Top 3 Managed Cloud Computing Company

## Vacancy Title

Credit Controller, Glasgow - Top 3 Managed Cloud Computing Company

## Salary

£21,000 to £22,000

## The Company and Role

The iomart Group is one of Europe's leading providers of managed hosting and cloud computing services. We specialise in the design, implementation and management of business-critical hosting services enabling companies and organisations to reduce the cost, complexity and risks associated with maintaining their own web and online applications. With offices and datacentres across the UK, we are at an exciting time in our expansion plans across all of our brands.

## Role Description

We are looking for a Credit Controller to join our Head Office Team in Glasgow. The primary function of this role is to negotiate and recover outstanding monies due to companies thereby reducing the outstanding debt, the individual should be goal driven with excellent communication skills, with previous experience of working in a high volume fast paced working environment, and should be able to work to stringent deadlines

## Role and Responsibilities

- Manage workload Portfolio
- Adhere to credit control processes and develop where necessary
- Reduce aged debt through pro-active collection techniques
- Minimise risk across the portfolio through regular review and arrears management
- Promote and develop relationships with key contacts throughout the business
- Hold regular Conference calls with AM's and review client portfolios
- Create ad hoc client reports (Statements, payments etc.)
- Maintain mailboxes and ensure all documentation is filed correctly
- Allocate cash against correct customer ledger over all brands
- Upload all integration files
- Experience of raising invoices and credits
- Work collaboratively with all departments to ensure excellent customer service to all clients
- Credit check knowledge and ability to review and make concise decisions
- Works with minimum supervision collecting overdue accounts by phone, email, letter
- Maintains accurate and up to date customer details and account records on various systems and databases
- Manages customer enquiries re outstanding balances, making adjustments and resolving problems within company guidelines and policy
- Build relationships with customers
- Undertakes company research and credit assessments as required

## Knowledge, Skills and Experience Required

- Proactive, confident and professional approach
- At least 3 years' credit control experience
- Excellent communication and negotiation skills
- Tenacious and resilient
- Good organisation skills
- Good Microsoft Office skills including intermediate level Excel and sage
- Able to use own initiative with minimum supervision

### **Remuneration and Benefits**

The salary range for this role is £21,000 to £22,000 per annum plus benefits. What's best though is that you get the opportunity to carry out an interesting and challenging role in a growing company. You'll also be part of our friendly and supportive team, with fantastic career prospects and a great working environment.

We strive to ensure we offer a fantastic place to work so there are lots of perks in being part of the iomart Group including a half day on your birthday, breakfast/fruit provided daily, a hot roll on a Friday and lunch 'on the house' once a month! We also have Sharesave and childcare voucher schemes in place.

We value long serving employees and their loyalty is recognised and rewarded through extra holidays, private medical care and life assurance. Career development within the iomart Group is extremely important to us and once you've got a year's service under your belt, you can set your sights on a new role in one of our many locations across the UK.

### **Training & Development**

As you can gather, we have a relaxed and friendly working environment but don't be fooled, you will be working with some of the country's best talent and greatest technical experts. We want our people to thrive, prosper and to leave work every day feeling valued and that they have made a difference. Talented, motivated and creative people lie at the heart of our success so we invest heavily in our people and their professional and personal development through technical certification, our online training portal and our Management and Leadership Development Programme.

We look forward to hearing from you.