

Credit Controller Monday – Friday 37.5 Hours Birmingham, B1

Who are we?

Citibase offers a diverse and rapidly expanding network of business centres nationwide and has been going from strength to strength for 25 years to cement our position as The Property Manager for the New Economy.

We focus on giving entrepreneurs and businesses “Freedom at Work” and the independence, flexibility and support to create, grow and enjoy running their businesses in our centres.

We’re currently experiencing a sensational period of growth as we continue disrupting the office market and we’re seeking talented individuals to help us take our customer experience to the next level and build strong relationships in our neighbourhood.

This is an opportunity to join our friendly finance team at credit control level, with the prospect of developing and progressing in the future.

What will you do?

In a small and fast paced Finance team, you will report to the Commercial Financial Controller and work closely with Citibase stakeholders. You will perform credit control duties in line with Citibase’s debtor’s policy.

Key Responsibilities

- Taking a proactive role in managing and collecting debts from company debtors in line with the company’s policy including follow ups
- Preparing weekly aged debt reports
- Liaising with key stakeholders to resolve debtor related queries
- Send weekly reminder letters for overdue debts including commencing the legal recovery process in line with company’s policy
- Prepare statements, customer status report and all relevant information as required
- Propose write-off of irrecoverable receivables
- Assist the management accountants with sales ledger reconciliation
- Assist in improving the current debt collection process and systems to improve overall efficiency
- Assist the finance team with cash allocations
- Providing administrative support to the team when required
- To actively participate in team meetings, reviews, training and development, as agreed with your line manager
- Assisting the finance team with reconciling customer deposit balances and overseeing the return of deposits where required

Knowledge/Experience

- Minimum 3-4 years' experience within credit control is (Desirable)
- Experience in bank account reconciliations (Desirable)
- Working towards or looking to commence ICM (Desirable)
- Minimum Grade C in English and Maths (or equivalent)
- Confident user of Microsoft office 365 (Word, Excel and Outlook)

Key skills/behaviours required for this role:

- Resilient and embraces change
- Professional approach when liaising with internal/external customers
- Excellent communicator
- Working effectively
- Planning and organising
- Attention to detail
- Problem solving
- Team player
- Willingness to learn

What will we offer you?

- £20,000 to £22,500
- Pension scheme
- 28 holidays (Including Bank Holidays)
- Ride to Work scheme
- Training and Development opportunities