Downloaded from <https://www.velvetjobs.com/job-descriptions/credit-controller>

# Example of Credit Controller Job Description

Our innovative and growing company is looking for a credit controller. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for credit controller

* Manage and maintain an aged debt analysis of all outstanding payments
* Run weekly update reports on all aged debt and hold weekly meetings
* Manage the escalation process (for payments outside of terms)
* Manage mailbox, resolving queries by telephone and email that have been allocated
* Setting up process improvements where necessary
* Chasing all allocated overdue debts by telephone, letter and dealing with all levels of personnel
* Maintain portfolio of aged debtors to ensure timely collection
* Prompt logging of all queries
* Occasional travel to other UK locations
* Building very strong relationships

## Qualifications for credit controller

* Thrives in a busy environment and handles stressful situations calmly and professionally
* Be able to start in less than two weeks
* 2 -3 years' experience required in a credit control/high volume customer service position
* Experience within the Financial Services industry preferable
* Knowledge of ARCS would be preferred but not essential
* At least 3 years relevant experience in credit control