

Collections Agent/Credit Controller

Closing Date: 12th February 2017

Report to: Collections Team Leader

Hours: 36.25 hours

Role: Permanent

A: Job Purpose:

Responsible for the timely and prompt collection of outstanding monies from debtors, keeping outstanding debt to an absolute minimum. Following the in-House Dunning Cycle for chasing debtors, by telephone, email, mail merge, SMS. Ensuring debtors pay any overdue balances and bring their accounts back to within terms.

Guaranteeing all contact with customers is compliant with company guidelines and procedures, and we are following FCA and Ofgem rules on collections from customers.

Actively promoting direct debit, as all customers accept this as their payment method when requesting us as their energy provider. Making sure customers are aware of the benefits of the direct debit scheme, and converting all customers currently not on this payment method back to terms.

The main aim is to work with your colleagues in the Credit and Debit Team to reduce bad debt, and the risk associated with none payment of accounts. Working to tight deadlines and targets to achieve the acceptable levels of cash collection per month. Maintaining the ledger to guarantee all contact details and notes are up to date.

B: KEY ACCOUNTABILITIES

- Contact residential and business customers by telephone, SMS, email and letter to collect/discuss overdue and outstanding debt. Outbound and inbound contact will be required
- Reduce the cash amount of debt outstanding on the ledger, and numbers of customers not on direct debit and overdue, converting them back to the required payment method
- The negotiation of payment plans with customers, tailored to meet the best needs of the business and the customer. Actively questioning any accounts where payment cannot be made
- Self-manage and maintain a full diary of calls and callbacks, ensuring any customer promised a call receives it at the correct time, and non-contactable customers are called at least three times
- Reporting on successful collections, and payment promises
- Create, monitor and maintain daily reporting which supports and delivers against KPIs and SLAs
- Support IT and business projects to enable system and process improvements within the Direct Debit area
- Assist the Collections Team Leader in finance and credit control duties as directed

C: DIMENSIONS

- Work within the defined rules set by the direct debit guarantee.
- Maintain stakeholder relationships, as well as third party relationships.

D: ADDITIONAL INFORMATION

i) Context/Environment

The post holder will work closely with Collections & Finance Team to deliver outstanding service.

ii) Problem Solving

The post holder will be able to make educated decisions, to resolve any issues that may arise in a prompt manner that best suits the needs of PFP Energy.

iii) Skills/Knowledge/Experience

- Previous collections experience is essential.
- Microsoft Outlook, Word, Excel (intermediate)
- Excellent ability to manage own time.
- Excellent negotiation skills, a strong communicator that excels in attention to detail.
- Adaptable to change with a motivation to work in a fast paced, growing business and help define future business processes.
- Experience of the utilities industry is preferable.