

# Credit Controller Job Description

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## Duties and Responsibilities:

- Evaluate the credit status of clients to identify debtors and credit level
- Assist customers in setting up a credit control system that allows for periodic debt repayment
- Conduct negotiations with debtors to fix terms and conditions for payment of receivables
- Handle internal issues and ensure timely payment to creditors
- Ensure daily cash and debtor targets are met
- Contact debtors through calls, emails or letters to notify them of outstanding invoice
- Maintain regular contact with clients to ensure proper management of debt
- Conduct business operations in compliance with standard policies and regulations
- Maintain proper records of client accounts and purchasing activities
- Monitor payment history to identify changes in reparation and take necessary actions
- Conduct monthly reconciliation of debtor ledger accounts
- Proffer recommendations and advice on queries regarding accounts receivable
- Ensure prompt reply to client and internal feedback
- Commence legal action against debtors in event of halted payment
- Propose irrecoverable debts to be written off or they may employ strategies to recover receivables in cases of debtor bankruptcy
- Oversee the forwarding of monthly statements to clients to keep them updated on debt collection activities
- Collaborate with legal attorneys to discuss appropriate terms and conditions for debt repayment.

## Credit Controller Requirements – Skills, Knowledge, and Abilities

- Education and Training: To become a credit controller, you require at least a high school diploma. Some employers prefer graduates with Bachelor's degree in business or finance related disciplines. You can increase job prospects by obtaining a diploma from the Institute of Credit Management or enrolling for financial courses
- Math Skills: The credit controller job requires a decent level of mathematical skill which finds regular use in reconciliation of accounts and handling of debtor ledger
- Decision Making Skill: Credit controllers are able to develop and implement appropriate strategies necessary for the settlement of client debts
- Communication Skills: They are well versed in communicating with debtors to facilitate periodic debt repayment.