

## JOB DESCRIPTION



<b>Section 1: General information</b>	
<b>Job title:</b>	<b>Credit Controller</b>
<b>Department:</b>	<b>Finance</b>
<b>Reports to:</b>	<b>Credit Control Manager</b>
<b>Section 2: PenCarrie's story and purpose</b>	
<p><b>PenCarrie's story:</b> With over 30 years' experience, PenCarrie has built a strong reputation as a leading B2B supplier to the garment decoration industry. Based in Willand, Devon, PenCarrie stocks over 4,000 product lines from over 80 of the industry's top brands from promotional t-shirts to high specification outdoor wear. With a primary focus on meeting the needs of customers, PenCarrie delivers not just on choice but on customer service, reliability and the values that make it one of the leading companies in the market. We are a family business employing 300 Team PenCarrie members each of whom is as passionate about the business as the next.</p> <p><b>PenCarrie's purpose:</b> The distribution partner that enables exceptional customer success.</p>	
<b>Section 3: Purpose and responsibilities of the role</b>	
<p><b>Main purpose of role:</b> Assist the Credit Manager and Senior Credit Controller in providing a comprehensive credit control service to the Company so that the potential for bad debts is minimised.</p> <p><b>Main responsibilities:</b></p> <ol style="list-style-type: none"><li>1. Assist in routine credit control tasks as directed by the Credit Manager or Senior credit Controller.</li><li>2. Assist in processing account application forms in a timely and accurate manner to ensure continued workflow.</li><li>3. Carry out general office duties such as making and receiving telephone calls to provide a comprehensive credit control service.</li><li>4. Handle customer queries, answer any credit control queries and direct calls to the appropriate person within the department and/or company when necessary.</li><li>5. Respond promptly and completely to both customer and internal enquiries to ensure matters are dealt with efficiently and within deadlines.</li><li>6. Perform miscellaneous job-related duties as assigned by the Credit Manager, Senior Credit Controller, Finance manager or Finance Director.</li><li>7. Take on any other responsibilities or tasks that are within your skills and abilities whenever reasonably asked.</li></ol>	
<b>Section 4: Person specification</b>	
<p><b>Knowledge, skills and experience required:</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"><li>• Level 3 CICM Qualification or Qualified by Experience (QBE)</li><li>• Good working knowledge of Microsoft Outlook, Excel and Word</li><li>• Sound numeracy and communication skills</li><li>• Excellent attention to detail</li><li>• Experience using accountancy software</li><li>• Experience within a busy office environment</li></ul>	

**Desirable:**

- Level 5 CICM Qualification.

**PenCarrie Values**

**We're dedicated to customer success**

- Every one of us can make a difference to our customers' experience
- We actively look for ways to help our customers succeed
- Our customers are considered in every decision we make

**We build strong and respectful relationships**

- We create a kind, safe and inclusive workplace where everyone feels they can thrive
- We collaborate to find solutions and build ideas
- We build trust in each other
- We're prepared to have the difficult conversations, giving and receiving feedback

**We look forward and embrace change**

- We're bold, brave and inspirational
- We look up, look out and look forward
- We anticipate and embrace change

**We're proud of everything we do**

- We strive to improve in everything we do
- We celebrate our achievements
- We all have a voice
- We know our priorities and implement with conviction and pace

**We grow responsibly**

- We use our resources wisely
- We're clear and transparent in our communications to all our stakeholders
- We're committed to reducing our environmental impact
- We give back to our communities



**Section 5: Job description prepared by**

**Job title: Credit Control Manager**

**Date: November 2023**