



## QuestGates Careers and Vacancies

**JOB TITLE:** Credit Controller

**DIVISION:** Finance

**OFFICE:** Birmingham

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We are looking to recruit a Credit Controller within our Finance Team, based in our head office in Birmingham.

The role involves providing first class customer service to our clients and colleagues. Handling credit queries to conclusion and ensuring client specific service level criteria is met.

To be successful in the role you will need to demonstrate a commitment to innovation and a determination to provide a market leading service and product on behalf of QuestGates.

### **Key Skills:**

- Excellent degree of knowledge of Credit related principles
- Excellent communication skills, both oral and written
- Good degree of IT competency and literacy
- Demonstrate personal and professional integrity and lead by example
- Ability to work and contribute positively as part of a team and in isolation
- Ability to work accurately under pressure, adhering to deadlines and service standards
- Ability and willingness to adapt and diversify from a day-to-day roll and co-ordinate different tasks, as required by the business

### **The role involves:**

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service at all times
- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- To use your technical knowledge and experience to chase all overdue debts in a polite and professional manner
- To deal with all customer queries in a timely manner, seeing the query through to its conclusion, and keeping the customers aware of progress



- To produce monthly statements to clients where required
- To participate in project work; including system and process development, improvements, integration of subsidiary entities, and software implementation
- To participate in any other ad-hoc projects when requested
- To maintain complete and accurate sales ledger records
- To promote and support the TCF principles
- To ensure adherence to contractual/Client SLA's and KPI's

**The Package:**

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Electric car scheme
- Voluntary benefits schemes
- Birthday holiday
- Share purchase scheme with interest free loans

**Hours of work:**

Standard working week is 35 hours, Monday to Friday with flexibility to work from home /office.

**Closing Date for Applications:**

Close of business on Friday 18<sup>th</sup> October 2024.

**Contact details:**

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on 07885 456254 or email [recruitment@questgates.co.uk](mailto:recruitment@questgates.co.uk) by the closing date.