

JOB ADVERT - Details



Company:	Crabtree
Role title:	Credit Control Assistant
Internal Reference Number:	
Closing date:	1 st May 2019
Salary:	N/A
Working Hours:	Monday – Friday, 8.45am - 5.15pm
Temporary / Fixed Term / Permanent contract:	Permanent
Location:	London
Contact details for applications:	Chris March chris.march@crabtreeproperty.co.uk
Role description:	<p>Working as part of the Credit Control Team within the Client Accounts Department, this role will deal with all aspects of Credit Control, from first reminders through to the instruction of solicitors.</p> <p><u>Main Duties and Responsibilities:</u></p> <ul style="list-style-type: none"> • Liaising with the Finance Assistants to commence the arrears process of Reminders and Final Notices using the diary functionality within QUBE • Processing of Late Payment Fees/Additional Management Fees/Charges ensuring recorded effectively within 3 days prior to month end reporting • Reviewing appropriate cases in a timely manner prior to solicitor referral, ensuring all appropriate avenues of contact are made to ensure a water tight case for

	<p>litigation</p> <ul style="list-style-type: none">• Ensuring all lessee communication is indexed in the system upon receipt, ensuring responses are made within the agreed service levels and the account is diarised appropriately on QUBE.• Request Land Registry Titles, as appropriate• Answering calls/e-mails/letters in relation to Credit Control matters and assisting on other matters where appropriate information is available• Responding to debtor disputes and escalating appropriate cases to either CRMs and or the Head of Credit Control• Making outbound calls relating to the collection of arrears, where appropriate• Working through cases on QUBE Diary to ensure they are within the 3 day Service Level• Liaising with the Property Transfer Department regarding any arrears which relate to sales / change of ownership• Liaising with the Property Managers through the arrears process, as necessary to ensure the appropriate course of action and where applicable ensure Client Director approval has been received• Raising payments within the agreed timescales for solicitors relating to legal/court/hearing fees.• Recharging Solicitors fees/invoices, as appropriate• Agreeing payment plans for lessees, prior to court action within the financial year for the client and potential outside of the financial year with approval from the Head of Credit Control or the Property Manager as appropriate.• Providing updates and reports to Property Managers on the progress of cases, where required• General administrative duties, including filing and scanning• Any other ad hoc duties
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	<p><u>Person Specification:</u></p> <p><i>Essential</i></p> <ul style="list-style-type: none"> • Previous Credit Control experience and/or experience of working within a Property Management environment • A desire to collect debt • Clear and concise communication, both verbal and written • Ability to use of Microsoft packages, including Word, Excel and Outlook • Exceptional organisational skills and ability to work to deadlines • An effective team player • A “can do” and “right first time” attitude <p><i>Desirable</i></p> <ul style="list-style-type: none"> • AAT qualified, or equivalent • Experience of using QUBE system
<p>Company website (optional):</p>	