



CUSTOMER SERVICE & CREDIT CONTROL MANAGER- CHORLEYWOOD

Tropical Marine Centre is a world-leading marine livestock business which also distributes and manufactures a large range of other products associated with fishkeeping and animal husbandry. It is a privately-owned group of companies with trading branches across the UK and in Europe, employing more 80 people.

The Role Function:

The primary function of this position is to promote, encourage and execute good customer service and manage sensible credit control operations. To co-ordinate the Front Office team to deliver strong relationships with both internal and external stakeholders. This is a key site role, and the smooth running of the front office comes under their responsibility.

This role is part of the global customer service team, and there is also a dotted line to the Financial Controller to oversee credit control. It is vital that this person has the character and charisma to deliver a robust front office operation.

Duties highlighted below include key responsibilities but are not exhaustive:

Customer Service / Front Office

- Oversees front office operations and is responsible for delivering a robust service to internal and external customers
- Stimulates and promotes a customer centric office environment
- Provides strong customer service to calling customers, dealer portal customers etc
- Handles customer queries and complaints professionally
- Stimulates & supports site sales initiatives and campaigns
- Setting and reviewing customer discounts
- Setting up of both domestic and overseas new customer accounts on X3
- Support courier activities/sales in conjunction with the Logistics department and control of costs
- Works closely with the Fish-House and Cash & Carry and promotes positive collaboration with other operational areas in Chorleywood to deliver valued front office operation
- Approval of credit notes and shipments
- Co-ordination of back-order management
- Administrates staff leave and absences for those that reside in the front office to ensure adequate staffing levels are always maintained
- Manage performance reviews and weekly well-being for the front office team
- Confirming SageHR reports for Front Office staff
- Deals professionally with telephone calls and visitors coming into the front office

Credit Control

Ensure smooth running of customer accounts and encourage timely recovery of payments. Responsibilities also include managing debt recovery, which if a client has paid late or missed



payments could involve stopping the supply of goods and services or undertaking legal action, at worst dealing with bankrupt businesses to negotiate recovery of funds.

- credit check new customers and open new credit accounts ensuring the company has all the relevant information on the debtor
- Instruct collection agencies/solicitors re: unpaid accounts
- Reconcile accounts for the debtor ledger and report to management on a monthly basis
- report to management on outstanding issues and inform them early of potential debtors problems
- Setting up the terms and conditions of repayment terms
- Timely and effective collection of all debts and customers payments
- Negotiating re-payment plans
- Maintaining contact with front office/customers to ensure invoices are clear for payment
- Resolving queries both internally and externally around outstanding invoices
- Posting and allocating daily receipts to accounting systems
- Providing accounts information to internal departments
- Monitor all overseas debtors
- You are expected to regularly review the company's debt recovery procedures

Person Specification

Typical qualities include:

Ability to establish and maintain good customer relationships, both internally and externally at all levels

Ownership of role and responsibilities from start to finish

Calm, confident manner to handle potentially uncomfortable conversations

Strong supervisory skills and ability to lead a team

Good business judgement

Good team management skills

Ability to go the extra mile and lead by example

Hours of Work: 8am-5pm Monday to Friday

To apply for the position please submit your CV to careers@tropicalmarinecentre.co.uk

Closing date: 23rd April 2022