

Job Description

Job Title: Credit Controller & Membership Administrator (12-month contract)

Name: TBC

Department: Commercial Operations

Location: Glasgow

Direct Line Manager: Director of Commercial Operations

Immediate Reports: None

Other Direct Reports: None

Main Purpose of Job

This position will maintain and keep up to date a customer relationship management system and database and will include credit control duties.

Main Duties

- Implement, maintain and refresh all of our know your customer data
- Produce reports which support the Director and wider team to make decisions
- Support digital membership renewal and joining process
- Issue membership renewal and new member invoices
- Process incoming funds and ensure timely payments are made through an effective credit control process
- Undertake research duties as and when required
- Represent SCDI internally and externally in a professional manner at all times

Skills, Knowledge, Experience

- Knowledge of credit control process
- Knowledge of Microsoft Dynamics 365 or other customer relationship management systems
- Excellent time management and able to prioritise workloads
- Creativity
- Flexibility
- Excellent communication & presentation skills
- Experience of dealing with multiple internal and external stakeholders.

Contacts / Communications

Internal

All colleagues and the SCDI board.

External

SCDI members, Non-members and other stakeholders.

Originated by: Catriona Scott

Approved by: Ronnie Quinn

Date: January 2019