



## POSITION DESCRIPTION – CREDIT CONTROLLER

### SECTION A:

<b>Employer:</b>	Saunders Robinson Brown (SRB)
<b>Position Title:</b>	Credit Controller
<b>Reporting To:</b>	General Manager
<b>Location:</b>	Christchurch
<b>Functional Relationships:</b>	<b>Internal</b> Business Services Practice Group Partners and fee earning staff All Staff <b>External</b> Clients

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### SECTION B:

<b>Position Objective:</b>	The Credit Controller will provide support to the firm and clients as part of the Business Services Team. You will be primarily involved with Accounts Receivable collection administration, fee earner adherence to the firm's time recording and billing policy (Work In Progress administration).
<b>Background:</b>	From offices in Christchurch and Rangiora, the experienced team at Saunders Robinson Brown (SRB) provides professional legal advice on commercial and company law, property law, trusts and estates, civil litigation and dispute resolution, family law and employment law. In addition to these core practice areas, SRB also provide specialist advice in insurance law, sports law and rural law. SRB prides itself on their approachable, client-centred culture, and commitment to ensuring an integrated and relationship focused approach throughout the firm.
<b>Staff Numbers:</b>	Partners – 16 Staff – 80 including Partners



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## SECTION C: KEY TASKS AND SPECIFIC ACCOUNTABILITIES

### 1. Accounts Receivable Collection Administration

*A focus of the role is to provide timely and accurate accounts receivable administration support to the firm.*

**Key Responsibilities:**

- Attend to and manage all aspects of the collections process, including processing of accounts rendered, letters, phone calls and recording of notes.
- Manage Accounts Receivable mailbox by responding to queries from clients and liaise with Fee Earners when necessary.
- Manage client phone calls in a constructive manner.
- Maintain client details in the Practice Management System.
- Liaise with the Trust Account team when necessary (queries, funds to be taken by deduction, Account Rendered corrections plus adhoc queries).
- Liaise with the Dispute Resolution practice group when debt is escalated to debt recovery.
- Prepare appropriate accounts receivable reporting for Client Authors and Matter Authors to best manage their client outstanding bills.
- Be the subject matter expert in extracting and managing related data for fee earners and their PAs.
- Meet regularly with Fee Earners to support the timely payment of accounts rendered.

### 2. Time Recording and Work In Progress (WIP) Management

*A secondary focus of the role is to provide timely and accurate time recording and Work in Progress management support to the firm.*

**Key Responsibilities:**

- Oversee all aspects of the firms WIP and Billing process.
- Monitor and report time recording of Fee Earners.
- Prepare and provide appropriate WIP reports for Client Authors and Matter Authors to best manage their outstanding WIP.
- Meet regularly with Fee Earners to support the appropriate and timely billing of WIP.

### 3. Professional Development

*Ensure your on-going professional development in agreement with the General Manager.*

**Key Responsibilities:**

- Attend relevant and value adding professional courses and programmes to keep up to date with debt collection, WIP management and time recording administration best practice.



#### 4. Other Tasks

*Carry out other tasks and duties as and when required.*

##### **Key Responsibilities:**

- Review current credit related systems and processes, and implement agreed improvements, alongside managing day to day tasks.
- Undertake any project work that may be requested by the General Manager.
- Build and maintain excellent internal relationships, contributing to SRB's culture and positive working relationships.
- Attend all team and staff meetings.
- Work within the firm's financial management practices and procedures.
- Duties are carried out in a timely and accurate manner, and in accordance with SRB's policies and procedures.
- Undertake all other duties that are reasonably requested from time to time.

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## SECTION D

### **Qualifications**

- Diploma level qualification in Finance or Administration.

### **Experience**

- Experience with collection of debts including process and communication.
- Experience in a professional services office environment.

### **Skills and Knowledge**

- Strong interpersonal skills with the ability to quickly establish credibility, have personal impact and build excellent working relationships with internal and external clients.
- Exceptional communicator, both written and verbal.
- Excellent organisation, time-management and prioritisation skills.
- Digitally capable, with high proficiency with Microsoft Excel.
- Ability to work collaboratively in a team to support other team members.
- Accuracy focused with an exceptional eye for detail.
- Financial management skills.

### **Personal Attributes**

- Methodical, practical and conscientious.
- Ability to work well under pressure.
- Honest and responsible.
- Action orientated.
- Positive attitude.