



Job Description

Job Element	
Job title:	AP Recovery Specialist
Department:	VFM
Reports to:	AP Recovery Manager
Responsible for:	<ul style="list-style-type: none"> • Managing own workload and accounts • Building a good rapport with clients • Liaising with suppliers, field advisors and clients • Handling both client and supplier inbound and outbound calls, in an effective and efficient manner. • Maintaining CRM system • Reporting findings to clients • Invoicing • Supporting fellow team members when required • Meeting targets • Ensuring reviews are carried out in a timely manner • Ad hoc duties as specified by VFM Management Team • Maintaining confidentiality at all times • Administrative tasks such as progress and final review reports
Location:	Worcester Head Office
Job summary:	The main purpose of the role is to liaise with customers and suppliers to recover cash savings in line with our AP side of the business. To support the off-site advisors, VFM management team and interface directly with suppliers and clients. To keep CRM project information accurate and up to date.
Qualifications:	Minimum 5 GCSE / O Level equivalent, including English and Maths
Profile:	<ul style="list-style-type: none"> • Administrative / Clerical experience, minimum 2 years • Organisational skills, time management and prioritisation • Computer literacy – especially Microsoft Suite • Team player • Mature attitude, and works on own initiative • Ability to multi task • Excellent communication skills with focus on customer service • Excellent and professional telephone manner • Familiarisation with credit control would be an advantage • Ability to produce consistently accurate and high quality work • Ability to work under pressure • Target driven

Miscellaneous:

In addition the postholder will be expected to :-

- Undertake training and development deemed necessary for the pursuance of the post.
- Ensure that Health & Safety is observed in the course of employment.
- Comply with the contract of employment and company policies and procedures.
- Comply with any reasonable requests which may be communicated by the company from time to time

This job description does not attempt to define, in detail, all duties and responsibilities and may be subject to periodic review and alteration by the company.

The Information Security Management System applies to the Liaison Information System and relevant assets incorporating recovery and compliance services to the public sector.