

## Job title

# Accounts Payable (AP) Recovery Specialist

## Job summary

**Responsible to**

Accounts Payable Recovery Manager

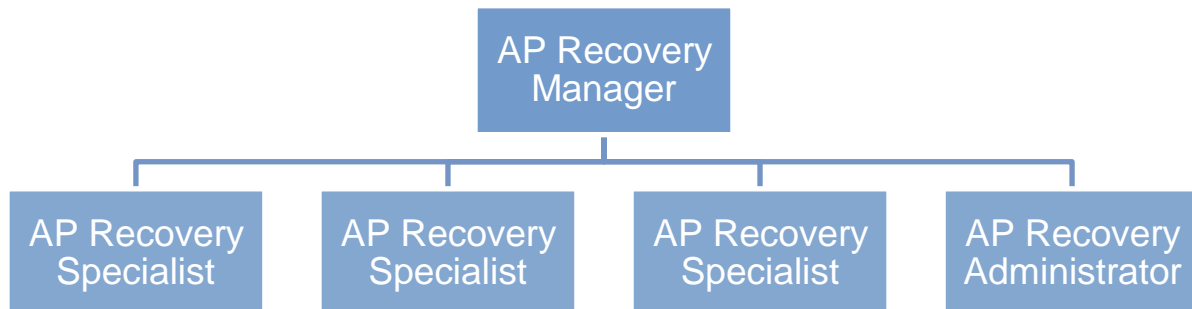
**Department**

Liaison Financial Business

**Location/base**

Worcester

## Organisational chart / accountability



## Main duties and responsibility of the post

The main purpose of the role is to liaise with customers and suppliers to recover cash savings in line with our Accounts Payable (AP) side of the business. To support the off-site advisors, Liaison Financial Business management team, and interface directly with suppliers and clients. To keep CRM project information accurate and up to date.

**Responsibilities include:**

- 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 Liaison Financial Business Team
- Maintaining confidentiality at all times
- Administrative tasks such as progress and final review reports

## Knowledge, training, experience and skills required

### Criteria required

#### *Essential*

- Computer literacy – especially Microsoft Suite
- Professional and engaging telephone manner
- Ability to interpret complex information
- Ability to manage multiple tasks simultaneously
- Ability to work under pressure
- Ability to produce consistently accurate and high-quality work

#### *Desirable*

- Credit control familiarisation or similar

### Specific skills

#### *Essential*

- Organisational skills
- Time management and prioritisation skills

### Qualification & training

#### *Essential*

- Minimum 5 GCSE/O Level equivalent including English and Maths

### Requirements due to working environment

#### *Essential*

N/A

### Motivation

#### *Essential*

- Team player
- Works on own initiative
- Proactive attitude to tasks
- Target driven

## Key performance indicators

- To build and maintain excellent relationships with clients and suppliers.
- To work towards and achieve monetary targets
- Gain excellent understanding of current claims
- To chase each claim once per week
- Resolve queries within 12 months

## Other duties

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.