

JOB DESCRIPTION FOR THE ROLE OF:

CREDIT CONTROL SPECIALIST (M/F/D)

REMOTE

LE PERFECT MATCH!

Contact

Andreas Schoberth

Mobile +49 (0) 174 9589 152

E-Mail schoberth@legroupebleu.com

le groupe bleu GmbH | legroupebleu.com

Bahnhofplatz 12

76137 Karlsruhe

CREDIT CONTTROL SPECIALIST (M/F/D)

REMOTE

Branch Description

Location 100% Remote

Role Description

Title Credit Control Specialist (m/w/d)

Responsibilities

- Drive premium collection and cash allocation for Germany
- Manage debt and unallocated cash levels / strategy to achieve branch and European targets
- Leverage/Maintain value-based relationships both internal/external and local/European to achieve
- positive outcomes and mitigate bad debt exposure
- Ensure process and best practice alignment to European standards and criteria
- Work with Strategic Outsourcing Partners to deliver optimised operating model and develop extended team
- Responsibility for following and refining the end-to-end cash collection and allocation processes, including hands-on engagement
- Working with the European Credit Control Manager to follow and improve processes associated to coinsurance cash management
- Working with central and outsourcing partners to ensure cash is allocated efficiently and effectively, working with SLAs and KPIs to manage performance
- Investigation of misallocated cash issues and reallocating misallocated cash as and when required.
- Establish market relationships with accounting partners to establish best practice cash allocation activity and exceptional customer services
- Responsibility for following the credit control and debt processes and keep debt within agreed thresholds

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- Develop action plan for the reduction of current debt volumes/values
- Review and investigate overdue premium items, compile and track and take actions with different teams for resolving this (including external brokers/co-insurance leaders)
- Identify booking improvements which impact on cash & debt processes and collaborate with the data entry teams to implement these
- Create good market relationships directly with brokers and co-insurers to help manage the flow of cash and management of debt. Establish clear evidence of this activity
- Work to standardize broker statements and remittances where possible, including the use of unique identifiers to better support internal processes
- Meet with Brokers where required to discuss payment performance, aligned to the European Credit Control Manager
- Leveraging reporting, data and analytics associated to cash allocation and debt within the region to carry out cash and credit control activities
- Work with the MI team to become a reporting and analytics subject matter expert on Cash & Debt
- Line Management duties for in-country credit control team where appropriate
- Ensure work is completed within Cash & Credit Control governance requirements for the region
- Actively participate in the regional team's activities
- Work with outsourcing partners to ensure support local activities
- Drive outsourcing of local cash processing related administration work into centralised credit control technician teams

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