



Job Description

Job Title:	Accounts Receivable Clerk
Reports To:	Credit Control Supervisor
Direct Reports:	None
Key Internal Interfaces:	Accounts Team, Transactional Services, Directors.
Key External Interfaces:	Business support outside the Finance department, as required

About ITS

We exist to ensure the UK has the best full fibre networks, to provide the best gigabit capable connectivity and broadband to UK businesses through our growing partner community. This enables opportunity, progress, exploration, creativity, innovation, and commerce. Rapidly advancing technology means there's never been a more exciting time; for you, for business, and for the future.

About the Role

The Accounts Receivable Clerk is responsible for overseeing the day to day collection of outstanding invoices and ensuring timely payments from customers. The Accounts Receivable Clerk is a key role within the Transactional Services Team and takes responsibility for invoicing, payment processing and account reconciliation. The Accounts Receivable Clerk will also engage in proactive and professional communication with customers regarding outstanding accounts and also work closely with colleagues within the wider finance team, sales teams and other departments where necessary and support month end activity. The Accounts Receivable Clerk will be detail orientated, organised and capable of managing a high volume of transactions.

Key Responsibilities

Invoice & Billing

- Generate invoices and send to customers in a timely manner and in accordance with team/organisation KPI's/SLA's.
- Check individual contract terms and ensure that invoices are compliant with customer terms.
- Ensure that invoices are entered correctly into the accounting system following correct process and accurate documentation at all times.

Collections & Payment Processing

- Consistently monitor customer accounts and proactively follow up overdue payments.
- Contact customers through various means of telephone, email or direct mail to resolve outstanding balances.
- Escalate in a timely fashion any overdue customer accounts which may become an issue.
- Negotiate payment terms when necessary whilst maintaining good customer relationships.



Reconciliation & Reporting

- Reconcile accounts receivable ledger to ensure that all payments received are accounted for, properly posted and accounts up today at month end.
- Analyse trends to identify, and subsequently escalate, any areas of risk.
- Assist with month end closure by preparing reports and reconciling accounts receivable balances.
- Assist in preparing accruals and other required reports for financial reporting purposes as required by the Management Accounts Team.

Customer Interaction & Internal Communications

- Professionally address customer enquiries around invoices and payment discrepancies.
- Work with the wider finance team and sales colleagues to resolve billing issues.

Compliance & Process Improvement

- Ensure adherence to company policy and procedure for accounts receivable transactions and accounting regulations.
- Maintain accurate customer records and ensure all collection efforts are accurately documented, for audit purposes.
- Identify opportunities to improve accounts receivable processes and reduce outstanding debts.

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned from time to time by their manager or a senior leader.

About You

Qualifications/Experience

- Minimum three years' experience in Accounts Receivable or similar finance related role.
- Strong understanding of Accounts Receivable processes, customer account management and internal controls.
- Proficient in accounting software, Business Central preferred.

Skills/Abilities & Relevant Competencies.

- High level of attention to detail and accuracy in data entry and record keeping.
- Strong communication, negotiation and interpersonal skills.
- Excellent problem solving abilities.
- Able to manage and prioritise multiple tasks and challenging deadlines.
- Ability to work well independently and collaboratively within a team in a fast paced environment.
- Sound knowledge of Microsoft Office Suite, particularly Excel.

Working Patterns:

- This position typically operates in a standard office environment with a hybrid option to work one to two days per week from home with the remainder in the Daresbury location offices.



- Occasional travel may be required to attend meetings, training, conferences or other business events.

Equal Opportunity Employer:

ITS is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.