

Position Description **Credit Control Executive French speaker (Maternity Cover).**

Job Title:	Credit Control Executive – French Speaker (Maternity Cover)
Reporting to:	Head of Credit Control
Department:	Finance
Location (primary):	Palma de Mallorca / London

Job Purpose

The successful candidate will be part of a successful and valued Credit & Collection function within the Finance department. The purpose of the Credit Controller is to provide a first-class service to internal and external clients whilst following the credit control policy at all times and acting as a credit professional.

Key Responsibilities

- Dealing with a sales ledger of international clients.
- Undertake account reconciliations as required.
- Chasing payments via telephone, email, letter, and fax to national and international clients.
- Solving of invoice queries efficiently and in line with customer expectations.
- Identify changes in payment patterns and propose action to avert indebtedness.
- Providing ad-hoc reporting as and when requested.
- Monitoring of high risk, pre-payment clients and credit limits.
- Managing and developing relationships with the sales teams so the highest level of customer service is provided to all clients and any problems are dealt with effectively and efficiently.
- Handle disputed bills and negotiate to bring payment within the agreed terms.
- Maintain accurate records of all chasing activity and ensure the Credit Control Manager is informed of any account issues.
- Prepare files for transfer to the Debt Recovery department.

Level of Financial Responsibility

- Manage a ledger of up to EUR 2,000,000.

Level of Management Responsibility

- Travel Industry Experience (Desirable).
- Fluency in Spoken and written English.
- Strong Excel skills.

Key Measures

- Meet or exceed all agreed cash collection targets on a weekly & monthly basis.
- All agents on your ledger will be contacted at least once a month where they have an overdue balance.
- Monitor high risk accounts and reduce company potential exposure to bad debt.

Required Experience and Knowledge

Essential	
Qualifications & Knowledge	<ul style="list-style-type: none">• French language as a must.• Able to demonstrate solid experience of working in a credit control dept.• Familiar with accounts procedures, client ledgers, disbursements and office accounts.• Ability to recognise potential risks that should be escalated.
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none">• High standard of numeracy, accuracy with excellent attention to detail.• A team player with a flexible approach and a willingness to learn.• Outgoing and confident personality who can operate at all levels.• A self-starter who is pro-active and can set and achieve goals.• Strong organisational & time management skills.• Driven, focused, and determined.• Ability to work under pressure and to deadlines.• Excellent negotiating skills & communication skills both written & verbal.

Desirable	
Experience, Skills and Behavioural Requirements	<ul style="list-style-type: none"> • Previous experience in the travel / hotel industry, or a qualification in travel also an advantage, however full training will be given.

About WebBeds

Launched in 2013, WebBeds is the world’s fastest growing B2B travel intermediary, or ‘bedbank’, providing accommodation and ground product distribution services to the travel industry. We source content from travel suppliers, aggregate and merchandise that content in the WebBeds platform, then distribute it to our global network of travel trade clients, who sell to the travelling public.

Our clients – online travel agencies, retail travel agents, corporate travel managers, tour operators, wholesalers, tourism boards, super apps, DMC’s, group providers, airlines and more – access the company’s huge global inventory of more than 368,000 hotels (comprising 30,000+ direct contracts, 70+ integrated third-party providers and 60+ major hotel chains) through market-leading, trade-only booking websites or via simple and seamless API connectivity. In addition to hotel product, clients can also book over 5,500 transfer services in 1,200 destinations along with thousands of guided excursions and tickets for attractions.

Our supplier partners – global hotel chains, independent hotels, apartments, resorts, attractions, transfer and sightseeing companies and more – benefit from our global distribution network of over 44,000 travel companies in more than 145 source markets and are supported by a local dedicated point of contact focused on ensuring we deliver value, choice, expertise and an unrivalled level of service.

WebBeds operates global coverage through four geographic regions – Europe, Asia Pacific, MEA (Middle East and Africa) and Americas - with over 1,400 travel professionals working in 50 offices worldwide. WebBeds also operates specialist brands JacTravel DMC and Umrah Holidays International. JacTravel DMC provides tailor-made travel arrangements for offline FIT and groups traveling to the UK, Ireland and key mainland European destinations to the international travel trade. Umrah Holidays International is a genuine pioneer, providing online pilgrimage travel services to travel agencies worldwide.

Find out more about the WebBeds business at www.webbeds.com

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