

Company Description

Sibelco seeks to be a great place to work. We strive for continuous improvement in the health and safety of our colleagues and we promote diversity and inclusiveness in all our activities. As well as developing products that help our customers thrive, we also look at how we can minimize environmental impact and maximize environmental opportunities. We generate economic value through innovation and our ability to meet and anticipate our customers' expectations. Our goal is to deliver long-term social, environmental and economic value for our stakeholders, continuously guided by our purpose: Material Solutions Advancing Life. Role Overview: The credit & collection controller is responsible for minimizing Sibelco's exposure to credit risk and improving working capital by pro-actively working on reducing customer overdues (B2B environment). In this role you are responsible for the customers in a number of countries, and report to the Senior Credit & Collection Manager.

Information

 Deadline: 2024-06-13
 Category: Business
 Province: Bizkaia

 Country: Basque Country
 City: Bilbao

Company

Sibelco



Main functions, requisites & benefits

Main functions

Your Responsibilities will include: To make calls to customers to discuss and manage payment status and debt levels and promptly resolve queries which may arise (disputes, complaints). To communicate regularly and partner with Sales regarding customer accounts, following up any issues in a timely manner together. To create good interdepartmental relationship with Commercial, Customer Services and Finance colleagues, building understanding of how other functions impact each other on day-to-day activities and collaborating to make improvements where possible. To block and release customer orders or accounts according to the credit & collections guidelines. To monitor payment terms and commercial compliance to the Sibelco customer payment term policy. To review the set-up of any risk-mitigating instruments offered to customer (bank guarantee, parent guarantee, etc.). To set-up and review of customer credit master data. To organize, agree and follow-up of re-payment plans with customers, independently as well as in agreement with your manager. To hand-over and manage any legal reclaim actions, together with our legal department and Business Services Teams. To recommend monthly provisions for specific doubtful debt to our accounting & controls colleagues. To support and drive credit & collections improvement projects.

Requisites

About you: We are looking for a pro-active professional, confident and diplomatic colleague – able to maintain strong relationships with customers and colleagues. A good negotiator, friendly team player, with a “can do” attitude. The job requires a strong attention to detail, a process driven mind, and well-articulated, clear and concise communication. Other key Attributes that we value: Previous experience with credit & collections, or similar functions in a business with international operations. Good organizational skills (prioritization, dealing with time constraint) and communication skills. Fluent and English (Knowledge of other European languages like French or Dutch would be appreciated). Good skills and experience with Excel, Outlook and Office. Skills and experience with ERP systems (SAP) and GetPaid are a bonus. Flexible and comfortable with a small and global team, in an changing environment. Ability to build effective and long-lasting relationships with colleagues and customers. Managerial skills.

Benefits

Inclusive Team Culture: Attractive Employer ([sibelco.com](https://www.sibelco.com))

Sibelco recognises the strength of our diverse global workforce and values difference and inclusion for all. Our rich mix of people bring an exciting exchange of ideas and knowledge to keep us moving forward and innovating new solutions. We seek talent of all backgrounds and abilities and continue to develop our leaders and our culture to help all current and new employees to grow and reach their full potential.