

## Company Description

Sibelco is a Global Material Solutions Company. We mine, process and sell industrial minerals at locations worldwide, focused primarily on silica, clays, feldspaths and olivine. We are also leaders in glass recycling. The Sibelco Group operates over 110 production sites in 31 countries, with a team of over 5,000 people. If you embrace our core values, and if this role sparks your enthusiasm to apply your passion to contribute in a meaningful way as a part of Sibelco's team of unique talents within a diverse international business community, then we very much look forward to hearing from you. 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.

## Information

 Deadline: 2025-04-30  Country: Basque Country  
 Category: Business  City: Bilbao  
 Province: Bizkaia

## Company

Sibelco



## Main functions, requisites & benefits

### Main functions

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. Your Responsibilities: 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 repayment 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: 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

Hybrid working conditions. Flexible schedule. It is an opportunity for you to join a truly growing global business. Other benefits will be discussed at interview stage. We have set clearly defined sustainability priorities and targets, with key environmental and social objectives, which include Health & Safety, Climate & Energy, Community Engagement, Human Rights and Business Ethics.