

## **JOB DESCRIPTION**

**Job Title:** Credit Controller  
**Campus:** Mauritius  
**Service:** Finance Department  
**Reporting to:** Accountant

### **Overall Purpose:**

The Credit Controller's primary responsibilities will revolve around managing student accounts, invoices, payments, addressing any queries or issues that arise and following up on debt in addition to supporting the operations of the Finance Department as required.

### **Principal Duties:**

- Liaise with students regarding invoices and payments: Communicate with students to provide them with information regarding their invoices, payment terms, and any outstanding balances. Address their queries or concerns related to invoices, payments, and account balances.
- Respond to queries: Respond promptly and professionally to student queries received through various channels, including email, telephone calls, or in-person interactions. Provide accurate information and assistance to resolve their concerns or direct them to the appropriate department if needed.
- Prepare student invoices, receipts, debit notes, credit notes: Generate and prepare student invoices based on the applicable fees and charges. Additionally, issue receipts for payments received and process any adjustments or changes in fees, such as interruptions, withdrawals, or changes in the mode of study. In cases of refunds or credit adjustments, prepare debit notes or credit notes accordingly.
- Follow-up on debtors: Monitor and track overdue payments from students. Initiate appropriate actions to follow up on outstanding debts, which may include sending reminders, making phone calls, or arranging meetings with students to negotiate payment plans. Maintain proper documentation of all communication and actions taken.
- Other tasks: Involved in other finance-related tasks as delegated by the Accountant to support the overall financial operations of the university.

## **PERSON SPECIFICATION**

### ***Education/Qualifications:***

- Degree or equivalent in Finance and/or Accounting

### ***Experience:***

- Proven experience of 2 + years in a Finance/ Accounting department

### ***Knowledge/Skills***

- Proficient in financial software and tools, with good Excel skills
- Excellent communication and interpersonal skills with the ability to collaborate effectively with internal and external stakeholders
- Detail-oriented, organised and able to prioritise work effectively
- High ethical standards and a commitment to maintaining confidentiality and integrity
- Team player, dependable and willing to adapt to change.
- Fluency in English, both written and spoken, Knowledge of additional languages is a plus.

The above list is not exclusive or exhaustive and working as part of the Finance team. The postholder will be expected to work closely with all members of the team, provide cover and assistance when necessary, and participate within the team as requested in such areas as communication and general office organisation. Other duties and projects will be added as required by Head of Finance.