

JD075 – Sales Ledger Administrator

What does Sil-Mid do?

Sil-Mid is a specialist supplier of adhesives, sealants, lubricants and other specialist products into a large customer base primarily working in Aerospace and Aviation. This requires an exceptionally high quality of service and attention to detail from our sales team. Our business serves over 5000 customers in 110 countries and lists over 9,000 products.

Job brief

To work proactively within an established accounts team for a growing and successful company. Ensuring that all functions of the accounts are always carried out in a professional manner.

What does a Sales Ledger Administrator do?

The Sales Ledger Administrator is responsible for managing the debts of the business. The purpose of the role is to maximise cash flow by recovering any unpaid money owed, to reduce debt, increase cash flow and reduce risk. The Sales Ledger Administrator must provide a helpful and friendly service to all customers and carry on the customer care policy through all processes.

Responsibilities

1) Processing:

- Processing of invoice, credit/debit notes and cash receipts done accurately in a timely manner
- Issuing and reconciliation of customer account statements to aid revenue control.
- Banking and bank reconciliation
- Collect payments according to agreed terms.
- Notifying Debtors by email, telephone, or letter of upcoming or outstanding invoices
- Creating new customer accounts, including trade and credit checks.

2) Accounts Administration:

- Housekeeping and maintenance of customer records in ERP System.
- Monitoring and reporting of the company ledger and cash received.
- Ensure invoicing, pricing procedures are followed in line with company policy.
- Maintain a knowledge of purchase ledger of sufficient standard to provide holiday cover.
- Review accounts for legal action and send letters in accordance with documented procedures and processes.

3) Sales Ledger Customer Support:

- Credit control via phone email and letter
- Proactively monitoring customer accounts on credit stop.
- Establishing and maintain regular communications with clients to facilitate payments.

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- Reply promptly to customer questions and concerns via multiple platforms.
- Reviewing credit stopped orders, contacting credit stopped customers.

Person Specification

Confident communication skills both internally and externally, and supportive team player.
Strong Excel and IT skills

	ESSENTIAL	DESIRABLE	Method of Assessment
Training & Qualifications	GCSE or equivalent in English and Maths Computer literate in IT Skills, Outlook Office, email, and phone systems	AAT or similar accounting qualification.	Application Form/ Interview
Experience	Ideally 2+years' experience in an accountancy or credit control role.	Experience working with cross-functional teams (e.g., Purchase Ledger)	Application Form
Skills & Abilities	A confident and articulate telephone manner Excellent verbal and written communication skills Excellent attention to detail. Identify and address discrepancies. Strong reconciliations skills Organised with the ability to prioritise, methodical and good numeracy. Exercise good time management Ability to work under pressure and to deadlines. Ability to quickly learn and understand various systems, processes, and procedures. Ability to work as part of a team and on own initiative.	Decision making	Probation
Personal Attributes	Passion for finance and for being a part of a growing online company. Good Team Player and enthusiastic	Flexibility and willingness to work beyond for customer.	Probation

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	<p>Demonstrate positive attitude.</p> <p>Commitment to team and customers</p> <p>Punctual and professional</p> <p>Continuous improvement mentality</p> <p>Empathy towards their customer</p>		
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Silmid Values

Innovative

- We expect you to suggest innovative SOLUTIONS to improve your individual work process
- We expect you to welcome and appreciate CHANGE as a positive move to growth.
- We expect you to engage positively to our DIGITAL systems.

Commitment to Customers

- We expect our customers to be SURPRISED and DELIGHTED
- We expect CUSTOMER SATISFACTION to be the upmost priority
- We expect enthusiastic, engaging and POSITIVE customer service with all internal or external stakeholders

Quality

- We expect an EXCELLENT quality of service to be delivered at all times
- We expect ZERO DEFECT
- We expect to deliver to SOURCE OF TRUTH

Professional

- We expect you to be professional in how you CONDUCT yourself and adhere to our policies
- We expect professional STANDARDS of dress and housekeeping
- We expect professional BEHAVIOUR to all colleagues, customers and suppliers when representing SilMid

Reviewed Date:		<i>JD0075 Sales Ledger Administrator</i>	
Manager		Employee	
Sign		Sign	