

Job description

Role Title – Debit & Credit Administrator (6-month contract with possibility to go permanent)

Based in Denham, Buckinghamshire

Why join Style Library?

There's something inspiring about working at Style Library, perhaps it's our iconic brands and the nature of our diverse range of authentic British designs as well as our ever-growing collaborations in our Licensing department?

If you love interiors as much as we do, this could be the beginning of a wonderful journey.

We create styles that celebrate a passion for colour, texture, craftsmanship and innovative design. We are a global leader in interior design and we are proud to manufacture, market and distribute our brands around the world. We employ approximately 700 employees and now have an exciting opportunity to join our **Customer Service** team.

The Role:

Reporting to the Customer Service Manager, your responsibility will be to facilitate the administration of product returns, debit/credit notes, carrier claims and reporting.

What the role involves;

Credits

- Raise claim where required
- Liaise with Customer Service and co-ordinate and challenge claims raised
- Investigate and interrogate the system in relation to queries
- Raise relevant credit documents ensuring accuracy before actioning
- Collate necessary paperwork and record efficiently
- Investigate unauthorised warehouse returns – contacting customer where necessary
- Be aware of customer pricing agreements in the UK and Export
- Liaise with Credit Control in relation to customer account queries

Debits

- Investigate and process debit queries
- Receive debits notes alongside Credit Control
- Liaise with the purchasing department where necessary to action claims at Debit Note stage
- Action all John Lewis Debit Notes and query pricing/quantity queries
- Maintain records for customer services department and finance
- Raise credit or appropriate correspondence

Finance Queries

- Investigate queries from Finance prompted by:
- Customer queries
- Non or short payment of customer invoices
- Ledger discrepancies

Warehouse/Distribution Centres

- Receive, check and amend as necessary, all customer returns
- Reconcile with debits and cross reference details as required
- Liaise with the Audit department for stock discrepancies

Other Duties

- Responsible for Monthly reports in relation to claims
- Re-routing and repackaging parcels received at Head Office
- Filing of all debit and credit documents
- Make outbound customer care calls and proactively manage the relationship of all customers
- Ensure all promises are kept to all customers
- Provide feedback on activities as required
- Keep Manager informed of any threat to the achievement of objectives with proposals for their solution

Essential Qualifications & Experience Required:

- High level of Word/Excel Experience
- Good written and verbal communication skills
- At least 2 Years Customer Service Experience
- Good Negotiation Skills
- Excellent numeric skills

What's in it for you:

As a Style Library employee, you will enjoy a competitive financial package, generous staff discounts across all brands as well as licensed products and 25 days annual leave.

If this sounds like the next step in your career - make your application today! We're looking forward to hearing from you!

You must meet the legal requirements to apply for this job. At Style Library we are committed to providing equal opportunities to all applicants and, and we welcome applications from candidates with diverse backgrounds.