



Pier Finance Department

Credit Controller/ Property Administrator

Full-time

Permanent

Reporting to: Head of Pier Finance

Salary: Competitive

Location: Southend-on-Sea, Essex

Pier Management is a leading provider of ground rent management services and payment collection. The company has a strategic objective of supplying a superior level of service to its customers and investment clients. Our dedicated team are equipped to focus on the requirements of managing large multi property portfolios and possess the skills to take an innovative approach to all situations. Pier Management are appointed by their client; Regis Group Plc to act on their behalf and deal with all matters relating to the varying obligations set out in their leasehold portfolio.

Job Specification

The general responsibilities of this position will cover all areas expected within a Credit Control role. The role will entail answering general enquiries with regards to property management, ground rent and insurance. The successful candidate will be working in a young, focused and versatile group with a strong work ethic. Ideally the candidate will have some previous property or insurance knowledge and an understanding of Freeholder and Leaseholder relationships. Desired applicants will have some credit control or customer service experience within a corporate environment. Strong financial / mathematical skills are desirable along with a good understanding of arrears recovery procedures.

Day to day duties will include:

- General Ad-Hoc duties as instructed by Pier Finance Manager
- Arrears Recovery
- Account/Dispute resolution
- Invoicing
- General account administration
- Handling general leasehold enquiries over the phone and in writing
- Processing card payments
- Banking allocation

Experience

- Have some knowledge of Credit Control and Arrears Recovery as well as interest in Insurance and Banking allocation
- Be self-motivated and confident
- Have a good knowledge of Microsoft Office and related programs
- Have customer service experience and a good telephone manner
- Be organised and meticulous in their approach to daily tasks
- Have good communication skills both written and verbal
- Be capable of meeting deadlines and handling large work volumes
- Be able to prioritise workloads and manage time effectively

Benefits

The company has a demonstrated a track record of success over a period of 30-years. Our employees are a large part of that success which is why we offer an excellent range of benefits to all our staff. Benefits include; 20 days holiday, private healthcare (after 1yr service), paid training and memberships, Employee of the month scheme, discretionary annual bonuses, Pension scheme, death in service cover, wellbeing incentives, quarterly staff social activities.