### JOB DESCRIPTION

**Assistant – Credit Control**  
**Vacancy Ref: N1694**

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Assistant – Credit Control</th>
<th><strong>Present Grade:</strong></th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Department/College:</strong></td>
<td>Credit Control/Cashiers, Finance Division</td>
<td><strong>Directly responsible to:</strong></td>
<td>Supervisor – Credit Control</td>
</tr>
<tr>
<td><strong>Supervisory responsibility for:</strong></td>
<td>None</td>
<td><strong>Other contacts</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Internal:</strong></td>
<td>Finance staff, Student Based Services, College Residence Officers and various Departmental staff.</td>
<td><strong>External:</strong></td>
<td>Students, Parents, Tuition Fee Sponsors, Student Loan Company and commercial customers. The University’s debt collection agencies.</td>
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</tbody>
</table>

**Major Duties:**

- Active management of debtor balances for tuition fees, residences and other debtors.
- Follow-up and resolution of queries with departments regarding debt.
- Dealing with both student and external customers on a daily basis.
- Approval of refunds in a timely manner.
- Liaising with the University’s debt collection agencies and sending appropriate instructions in line with agreed procedures.
- Follow up and resolution of queries directed to the Credit Control email address.
- Calculating and entering various data on to the University’s financial accounting system (Agresso) and generating enquiries on the same.
- Use of Microsoft Excel and Word to produce spreadsheets and documents.
- Provide cover for own team members and the cashiers team at peak times.
- Contributing to the overall work of the Credit Control team and other such duties in accordance with the grading of the post.
- Assistance for the Cashiers team at peak periods.