

Job Title: Entry-Level Credit Control Officer

**Department:** Accounts

**Reports To:** Accounts Manager / Director

**Location:** Nairobi, Kenya

**Employment Type:** 6-Month Contract (Renewable Based on Performance)

### Purpose of the Role

To support the Accounts team in managing and maintaining the company's credit portfolio by ensuring clients adhere to agreed payment terms, monitoring outstanding accounts, and minimizing overdue debts.

The role focuses on **credit monitoring, debt follow-up, and client communication** to safeguard healthy cash flow and maintain professionalism in all engagements.

### Key Responsibilities

- Monitor assigned customer accounts to identify overdue payments and potential credit risks.
- Conduct follow-ups with clients through calls, emails, and, when necessary, approved field visits.
- Maintain accurate and up-to-date records of customer balances and payment commitments.
- Review and update customer credit files and limits according to company policy.
- Prepare **weekly and monthly debtors' reports**, including **debt collected per month**, and share them with management.
- Liaise with the sales and accounts teams to resolve credit-related queries.
- Handle debt recovery tactfully to maintain positive client relationships.
- Flag high-risk accounts and recommend action plans.
- Support implementation and improvement of credit control procedures.
- Perform any other credit-related duties assigned by the Accounts Manager / Director.

## Qualifications and Experience

- Diploma or Degree in Finance, Accounting, Business Administration, or a related field.
- **Minimum 1 year (up to 2 years preferred)** continuous experience in credit control, debt collection, or a finance-related role.
- Sound understanding of credit management principles and financial reporting.
- Proficiency in MS Excel; knowledge of accounting/ERP systems such as QuickBooks, Sage, or SAP is an advantage.

## Key Skills and Competencies

- Excellent communication and negotiation skills.
- Strong analytical ability and attention to detail.
- Time-management and organizational skills.
- Integrity, accountability, and confidentiality in handling information.
- Professionalism when dealing with clients.
- Team player, adaptable, and eager to learn.

## Contract Terms and Allowances

- **Duration:** 6 months (renewable upon satisfactory performance).
- **Availability:** Must be available to start **immediately**.
- **Transport Allowance:** Provided **on a need basis** for approved field visits.
- **Communication / Credit Allowance:** Provided on the company line for official debt collection communication, especially for outstation follow-ups.

- **Performance Review:** Based on monthly collections, reporting accuracy, and professional conduct.

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## Data Protection and Confidentiality

All company and client financial information must be handled with the utmost confidentiality.

Applicants must consent to maintain strict data privacy and refrain from sharing or misusing company data in any form.

A confidentiality clause will form part of the employment agreement.

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## Conflict of Interest Disclosure

Candidates must declare any existing or potential **conflicts of interest**, including relationships or external business dealings that may affect objectivity or professional judgment while performing duties at Accord.

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## Application Details

Interested candidates should complete the **online application form** using the link below:

👉 [Insert Google Form Link]

### **Application Deadline: 30th October 2025**

Only shortlisted applicants will be contacted.

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## GOOGLE FORM – FINAL STRUCTURE

### **Form Title:**

**Application for Credit Control Officer (6-Month Contract) – Accord**

### **Form Description:**

Thank you for your interest in joining **Accord** as a **Credit Control Officer**.

This is a 6-month contract role, renewable based on performance. Applicants must have at least 1 year of experience and be available to start immediately.

Please complete all sections accurately and upload your CV and cover letter. Only shortlisted candidates will be contacted.

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## Section 1 – Personal Information

1. Full Name (Short answer)
  2. Email Address (Short answer)
  3. Phone Number (Short answer)
  4. Current City / Location (Short answer)
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## Section 2 – Education and Experience

5. Highest Qualification (Multiple choice)
    - Diploma ▫ Bachelor's Degree ▫ Other (please specify)
  6. Field of Study (Short answer)
  7. Years of Experience in Credit Control / Receivables / Collections (Multiple choice)
    - Less than 1 year → *Logic branch*: “This role requires at least one year of experience. Thank you for your interest.”
    - 1 – 2 years
    - Over 2 years
  8. Briefly describe your relevant experience and key duties (Paragraph)
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## Section 3 – Credit Control Competence

9. Approximate value of debt you have successfully collected or managed in previous roles (Short answer)
10. Describe the methods or strategies you use when following up on overdue accounts (Paragraph)
11. Which finance or accounting systems have you used? (Short answer)
12. How confident are you with MS Excel? (Linear scale 1–5)
13. Are you comfortable making collection calls and client follow-ups? (Yes/No)
14. Are you willing to prepare weekly reports and show monthly debt collected? (Yes/No)

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#### Section 4 – Compensation and Availability

- 15. Current or Most Recent Gross Monthly Salary (Short answer)
- 16. Expected Monthly Salary (Short answer)
- 17. Are you available to start immediately? (Yes/No)
- 18. If “No,” please indicate your earliest start date (Date)

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#### Section 5 – Declarations and Attachments

- 19. I consent to employment and reference verification (Required checkbox)
- 20. I consent to keep company and client data confidential in accordance with Accord’s data-protection policy (Required checkbox)
- 21. I declare that I have no conflict of interest that may affect my role at Accord (Required checkbox)
- 22. Upload your CV (File upload – required)
- 23. Upload your Cover Letter (File upload – required)
- 24. Anything else you would like us to know? (Paragraph – optional)

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#### Submission Message:

- ☒ Thank you for applying to **Accord**. Your application has been received. We will review it and contact shortlisted candidates for the next stage.