Job Title	**Debt Recovery Administrator**
Reporting to	**Deputy Debt Recovery Manager**
Department	**Credit Management**

About Us

Corona Energy is a leading independent energy supplier with over 20 years' experience servicing UK businesses. We currently supply 14% of the industrial and commercial gas market with around 13,000 customers and have over 85,000 meters in our capable hands. Our awards reflect the great work we do in developing our people and providing first class customer service and we are very proud to have held the Investors in People Gold award for the last 4 years. With the vast majority of our employees rating us as good or excellent to work for - what are you waiting for? Join our team today!

What does the job entail?

The Debt Recovery Administrator will be part of a fast paced team and report directly into the Credit Manager. You will be responsible for preparing debt recovery requests, working with third party collection agencies to maximise recovery on a large portfolio of legal and working on insolvency and disconnection cases. You will play an active part in monitoring and dealing with Back Office inboxes, resolve any queries and ensure all data is uploaded accurately for the provision of reports and management of customer information.

Duties & Responsibilities:

- Preparation of third party recovery request paperwork
- Validation of data, customer contact effectiveness & recovery opportunities/options
- Contacting customers via telephone, lettering and/or email prior to sending for debt recovery
- Liaise with third party suppliers to ensure process effectiveness and queries/issues are managed
- Raise invoices on customer's accounts for charges relating to recovery action
- Track and manage legal action cases, working with solicitors to answer customer disputes
- Review payments recovered and work with accounts receivable to accurately post & allocate
- Identify company administrations/liquidations and contact insolvency practitioners
- Weekly/Monthly reporting to highlight issues and case/value additions or increases
- Challenge existing processes to find more effective ways to work
- Ensure work is delivered in compliance with company procedures
- Any other duties as defined by management

Skills & Experience:

- Exceptional attention to detail
- Experience in being able to multi task in a fast paced environment
- Experience working in a numeric/analytical position
- Excellent administrative, communication and organisation skills
- Good Excel and Word skills
- Confident telephone manner
- Strong team player
- Experience working towards deadlines
- Displays high degree of accuracy
- Knowledge of either the gas or electricity industry is desirable but not essential

Benefits

We're passionate about fostering a healthy, happy, and positive work culture that encourages creativity and collaboration and supports our team's individual and collective growth. Here are just some of the reasons to join us:

- Competitive salary, pension and benefits package
- Career progression opportunities
- Annual profit share
- Enhanced annual leave options
- Private Medical Insurance and Employee assistance program
- Life insurance and Income protection
- Shuttle bus to and from local train stations
- Cycle to work scheme
- Season ticket loans
- Free onsite parking

As well as:

We are big on culture and strive to make Corona Energy a great place to work. Here are some of the ways we imbed this:

- An amazing office, complete with free breakfast daily, a drinks fridge and fresh fruit and healthy snacks available throughout the day. We also have a pool table and play station for you to enjoy
- A wellness room when you are in need of a boost of energy
- A work-life balance. We encourage lunch breaks to be taken in our Corona Café, away from our desk, support home working and are open to flexible working
- Be in good Company with like-minded individuals, passionate about the things you are! Whether this is as a member of the green team supporting our green efforts both in and out of the office. Championing everything D, E & I or as member of our wellbeing group to name just a few.
- Regular social events, from theatre trips, book clubs, visits to the park's local beehive or volunteering for one of our local charity partners
- Interest-free loans for gym memberships
- We love to celebrate with you – whether at our Christmas and summer parties, our annual awards celebrating those who embody our Company values, long service awards and even a £100 wedding gift. We also give you your birthday off too
- Access to our Digital Perks platform with access to great savings off eating out, cinema visits, days outs and many others shopping discounts

Diversity, equity and inclusion

We celebrate every CE employee, exactly as they are. The same goes for our recruitment. We welcome every application, regardless of race, religion or belief, ethnic origin, physical ability, family structure, socioeconomic status, age, nationality or citizenship, marital, domestic or civil partnership status, sexual orientation or gender identity.

Applicants Privacy:

- Please read our Recruitment Privacy Policy on our careers page to find out more: https://www.coronaenergy.co.uk/policies/recruitment-privacy/

Employee Name:	**Date:**
Employee Signature:	