



## JOB DESCRIPTION

ROLE DETAILS	
Job Title	Credit Control Admin Assistant
Reporting to	Credit Controller
Contract	Full-time
Start date	ASAP
Location	London - Hybrid
Direct reports	1

JOB PURPOSE
The Credit Control Admin Assistant is to support the Membership Engagement Credit Controller together with the Membership Department on the primary functions of membership administration and service. The role would include helping to manage the membership renewal process for approximately 1,889 members, answering member enquiries in a thorough and professional manner. Performing data entry tasks, raising member renewal invoices, issue tax residency documentation, and following up with payments. Provides monthly aged debtors reports and communicates complex membership queries to the Senior Membership Engagement Manager.

ABOUT RJC
The Responsible Jewellery Council (RJC) is an international global standards and certification organisation. It has more than 1,889 member companies that span the jewellery supply chain from mine to retail. RJC Members commit to and are independently audited against the RJC Code of Practices – an international standard on responsible business practices for diamonds, coloured gemstones, gold, silver and platinum group metals. The Code of Practices addresses human rights, labour rights, environmental impact, mining practices, product disclosure and many more important topics in the jewellery supply chain. RJC also works with multi-stakeholder initiatives on responsible sourcing and supply chain due diligence. The RJC's Chain-of-Custody Certification for precious metals supports these initiatives. Through the implementation of the COP and CoC members contribute towards the 17 Sustainable Development Goals of the United Nations 2030 agenda. The RJC is a Full Member of the ISEAL Alliance – the global association for sustainability standards.

ROLE AND RESPONSIBILITIES	
Customer/Member Services	<p>Respond to e-mails sent to the shared accounts mailbox, which would include:</p> <ul style="list-style-type: none"><li>• Updating contact information across all relevant platforms when notified of changes.</li><li>• Forwarding change requests to the Membership Support Coordinator for processing.</li><li>• Sending member portal invites to enable members to pay their invoices.</li><li>• Forwarding portal access issues to the IT Department</li></ul>

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	<ul style="list-style-type: none"> <li>Raising credit notes and issuing amended renewal invoices when necessary and after approval by the Senior Manager.</li> </ul>
<b>Credit Control</b>	<p><b>Manage the membership renewal process:</b></p> <ul style="list-style-type: none"> <li>Log ARS (annual relevant sales) from members and follow up as needed</li> <li>Process and reconcile invoices via the accounting system (Xero)</li> <li>Investigate and resolve queries relating to non-payment of invoices.</li> <li>Maintain accurate records of all chasing activity</li> <li>Assist the Senior Manager with membership suspensions due to non-payment</li> <li>Re-instate members suspended due to non-payment of invoice when payment is received</li> <li>High level of customer service required</li> </ul>
<b>General Admin</b>	<ul style="list-style-type: none"> <li>Assist the RJC's accountant with queries relating to payments and invoicing</li> <li>Inform the Membership Administrator of paid "New Member" invoices</li> <li>Provide monthly reports on membership renewals and aged debtors to the Senior Manager</li> <li>Assist other departments with queries regarding members</li> </ul>
<b>Special Projects and Additional Responsibilities</b>	<ul style="list-style-type: none"> <li>Perform assignments that may be requested by the Senior Membership Engagement Manager or Executive Team</li> </ul>

#### EXPERIENCE AND QUALIFICATIONS

1.	5 years + customer service experience preferably within the finance department of a trade association, membership organisation or customer-oriented environment
2.	Strong working knowledge of Microsoft Office (Word, Excel, PowerPoint)
3.	University or College courses in related field a plus
4.	Database systems experience preferred (Dynamic 365)

#### KEY SKILLS AND COMPETENCIES

1.	Excellent organisational skills
2.	Must have effective communication skills, both verbal and written
3.	Ability to generate graphs, charts and other reporting tools.
4.	Outstanding attention to detail
5.	Ability to maintain a positive, courteous, and professional demeanour while conversing with members is essential
7.	Flexible team player, with the ability to work under pressure and to tight deadlines
8.	Ability to work independently and prioritise competing tasks and demands



9. Must be able to work effectively during high volume periods

#### EMPLOYMENT BENEFITS

This role will be entitled to 28 days annual leave per annum pro rata plus UK bank holidays (on pro rata basis).

This role will automatically be enrolled into the RJC's company pension scheme.

Automatic enrolment in our Employee Assistance Programme & Wellbeing Apps together with our Employee Income Protection Insurance Policy.

#### EQUAL OPPORTUNITIES

The RJC believes one of the fundamental ingredients of running a successful organisation is the provision of a working environment which is truly representative of all sections of society and for each employee to feel respected and to be able to bring their true and unique selves to work.

The RJC's policy is to provide equality, fairness and respect for all in our employment and provide equal opportunities in all aspects of employment. The RJC is committed to the fair and equal treatment of applicants. The RJC is an equal opportunities recruiter and does not discriminate on the basis of gender, gender identity and expression, marital or civil partnership status, race, colour, national or ethnic origin, disability, sexual orientation, social or economic background, age or any other protected characteristic.

#### HOW TO APPLY

Please email your application to [sara-louise.macgillivray@responsiblejewellery.com](mailto:sara-louise.macgillivray@responsiblejewellery.com) including your:

- resume (no more than 3 pages)
- cover letter (no more than 2 pages) which address how your education and experience align with the position. Please indicate your starting date availability