

# Credits Officer

B E Foods Pty Ltd 

 Blacktown, Sydney NSW

 Accounts Receivable/Credit Control (Accounting)

 Full time

**Join Our Team at B&E Foods!**

**Employment Status:** Full-time position

**Working Hours:** Between hours of 11AM to 7:30PM

**Location:** Blacktown, Sydney, NSW

This role requires strong attention to detail and the ability to manage multiple tasks efficiently. If you have a keen eye for accuracy, we'd like to hear from you!

## About Us:

B&E Foods is a leading provider of high-quality food products, dedicated to delivering exceptional value to our customers. Our success on the efficient management of our inventory, ensuring our products and supplies are always available to meet demand.

## **Job Overview:**

Reporting to Senior Management, the Credit Officer is ensuring the quality and accuracy of our food product inventory. The role involves handling returned products and physically inspecting packaged items, product counts, particularly poultry products and supplies, at various stages.

On a daily basis, the position requires good attention to details to double check our returned products, communicating with drivers, and resolving issues with the dispatch and sales department. You'll take ownership of generating and maintaining reports related to dispatch errors, product loading issues, and any relevant to the driver or delivery mistakes, all as part of our internal control processes.

## **Key Responsibilities:**

- Check returned products and communicate with drivers about damages, shortages, and returns.
- Resolve issues with the sales and dispatch department.
- Generate and maintain reports on dispatch errors, product loading mistakes, and driver issues.
- Maintain records of returns and credits for auditing.
- Handle customer complaints and credit requests and explain reasons for credits and rejected products.
- Work with the dispatch department and warehouse, including checking products.
- Be familiar with all product types: meat, poultry, frozen items, and dry groceries.
- Manage fuel cards and customer keys received from truck drivers, and prepare for next day's dispatch
- Carefully note down the number of empty pallets and empty tubs returned by each driver

## **Requirements:**

- Ability to work in a cold, busy warehouse and office settings. To work in both office work and production, including physical counts of food and poultry products.
- Knowledge of food safety and work health safety standards to prevent contamination and resolve product issues.
- Strong analytic skills including the experiences to interact with internal/external stakeholders.
- Familiarity with Pronto software, warehouse systems, including Microsoft Office Applications.
- Ability to lift up to 20kg and use pallet jacks.
- Reliable, with strong attention to detail and excellent communication skills.