

Client case study: Colliers

Background

Colliers is a global real estate firm, operating across 68 countries offering a full range of commercial and residential real estate services to occupiers, developers, owners and investors on a local, regional, national and international basis. Colliers approached Robert Walters in 2017 to source candidates for three roles within their accounts receivable team following a finance restructure. The roles in question were two credit controllers and an accounts receivable manager, into whom the credit controllers would directly report. The manager role represented a brand new position for Colliers, with the Finance Director looking for a candidate who could provide advice and guidance on implementing efficient credit control processes and determine a clear team structure.



Approach

Robert Walters credit control specialists met with the Finance Director to discuss the roles in detail and identify what qualities Colliers were looking for in candidates to fill the positions. Cultural fit was a high priority for Colliers, as was the need to find professionals with a strong background and experience in credit control who could 'hit the ground running' to immediately implement an efficient credit control function. Given the challenge of finding the right blend of skills for credit control specialists, our team took a thorough approach to screening candidates, including phone, face-to-face interviews and seeking out candidate referrals from our credit control contacts

Results

Having a specialist team focusing on credit control meant that Robert Walters could deliver candidates which suited Colliers' needs based on our thorough understanding of the accounts receivable market. This was particularly important given the fact that Colliers was undergoing a transitional process, with the entire team being created from scratch. Ultimately, we succeeded in supplying candidates who were appointed to all three roles. Colliers also retained Robert Walters to source short term contract candidates for the credit control team, as well as finding professionals for permanent roles as the team grows

Testimonial

"We have used the services of Robert Walters extensively in recent years as we have invested in our credit control team. Robert Walters have put the time in to get to know the type of candidate profile that works for us, have listened and acted upon our feedback and have played a vital role in growing and stabilizing our team. I would not hesitate to recommend them."

-Mark Colclough, Director - Finance