Same Titles, New Demands: Three Capabilities Redefining Credit Roles

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Roles didn't change. Expectations did.

Walk into most mid-market or enterprise credit departments today and the org chart looks remarkably familiar. There's a Credit Manager. An AR Supervisor. A Collections Lead. Maybe a Senior Credit Analyst or two. The titles haven't moved much in a decade, and in many companies, neither have the reporting lines.

But sit in on a quarterly business review, a cross-functional planning meeting, or even a routine conversation between credit and sales leadership, and something has clearly shifted. The questions being directed at credit professionals are broader. The speed at which answers are expected is faster. The assumption about what a credit leader should know and be able to explain reaches further than it used to.

This is the quiet transformation happening across corporate credit. It isn't showing up as sweeping reorganizations or dramatic new titles. It's showing up as an expanding set of expectations layered on top of roles that were already demanding. And the professionals who are stepping into those expectations most effectively are the ones...

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Chris Woodard is the CMO and Co-Founder of Handle.com. Handle's software powers the largest credit and finance teams in construction. Fortune 500 material suppliers and contractors trust Handle on a daily basis to provide their credit and collections departments with an end-to-end solution that saves their staff 10-12 hours per week.