

AR Support Executive

Job Title	AR Support Executive		
Division	Finance		
Department	Finance		
Section	Finance		
Location	IBU-UAE	Direct Reports	
Reports To	Manager – Finance	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	Sales, Operations	Job Code	

Basic Function

Recover the SMSA o/s monies within due date and minimize the bad debt impact. Resolve customer queries to accelerate the collection and flag and take required action on customer accounts to safeguard company interest. Ensure that customer receipts are correctly applied against invoice settled. Fully understand and promote SMSA's vision, mission, culture, and values.

KEY Responsibilities

Core

- Achieve monthly collection targets on consistent basis by effectively coordinating with customer and internal departments.
- Manage the aging of receivable balance and ensure that o/s balance aging is maintained within less than 60 days bracket by rigorously following up with customers.
- Review the AR aging on regular basis and update and provide the update to manager as and when required.
- Flag the high-risk customers and potential risky customers and take appropriate actions to reduce the adverse impact on SMSA.
- Minimize the bad debts, balance write offs and claims by actively resolving customer queries and following up with them on regular basis.
- Email letters to customers for payment reminders, follow ups and account suspension as defined by SOP and guidelines and take appropriate action to minimize adverse impact on SMSA.
- Maintain list of suspended and reactivated accounts during period in excel and forward to manager as and when required.
- Liaise with internal departments as required to address and resolve customer queries on timely basis.
- Prepare working for credit notes after thorough investigation to identify the root-cause and support it with necessary document with required departmental approvals before submitting for final finance approval on regular basis.
- Ensure that all the receipt/ approved credit entries are posted in financial system in time and customer SOA correctly reflects the updates status.
- Perform reconciliation with customer as and when required and get balance confirmation on balance receivable from them on regular interval to avoid future disputes and safeguard SMSA interest.

- Maintain list of PDCs in hand and ensure timely deposit of checks in Bank. Also, maintain list of security checks and inform GL team, on action to be taken as and when required.
- Resolving various billing and other disputes raised by customers with appropriate timeline to accelerate the collection and minimize the receivable aging.
- Verify customer contracts received from Sales/ Freight team as per guideline and ensure that contract is signed, stamped and supported by all the necessary documents before forwarding for code creation in system.
- Assist in monthly management reporting and ensure that deadlines are met
- Administering the filling process and ensure that the file register is accurate and maintained as per SMSA requirement.
- Perform & assist in adhoc and special assignments as and when required.

General

- Coordination, timely follow up and communication with external and internal customer to resolve the issues.
- Ensure proper quality and productivity in collection and reporting process.
- Maintaining a high-level integrity and accuracy in billing and collection to mitigate any revenue loss to company.
- Ensure that overall department and SMSA Corporate goals are meet.

EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices

Competencies - Professional and Technical

Behavioral Competencies

Adaptability	Level 4
Analytical Thinking	Level 3
Communication	Level 3
Conflict Management	Level 3
Continuous Learning	Level 2
Initiative	Level 4
Planning & Organizing	Level 4
Teamwork	Level 4

Technical Competencies

Compliance Management Knowledge	Intermediate
Database Management Knowledge	Intermediate
Learning & Development Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Payment Collection and Remittance Management Knowledge	Intermediate
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e	Intermediate

Competencies – EHS

Knowledge of basic environment health and safety requirements
 EHS corporate objectives awareness
 Awareness of EHS requirements in the QEHS management systems
 Have attended EHS awareness training (if applicable)
 Awareness of Environment Health Safety incident reporting

Organizational Competencies

Beginner

**Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)*

Decision Making

The AR Support Executive should be able to take the proper discussion regarding collection of outstanding in the best interest of the company and department.

Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience

Diploma (Preferred specialization in their field of work) at least Two (2) years of relevant work experience, 2 years of which should be in Level-04 capacity, preferably in the same industry.

or

Certificate courses with over 3 years industry experience of which at least 2 years has been in Level-04 position

or

Certificate courses with over 4 years industry experience of which at least 2 years has been in Level-03 position

*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

Updated by:	Date:	Approved by:	Date:

Employee Name:

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: