

Billing Agent			
Job Title	Billing Agent		
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	Operations, Sales	Job Code	

Basic Function

Generating monthly invoices based in inputs received from Operations and integrators. Ensure that invoices are sent to customer in time and billing input are forward for GL posting. Fully understand and promote SMSA's vision, mission, culture, and values.

KEY Responsibilities

Core

- Generating outbound and inbound invoices on monthly basis
- Generating duty & taxes invoices on regular basis and maintain master data the to avoid duplicate billing
- Generating SFD billing on weekly basis based on input received from freight operations
- Checking necessary billing inputs on AWB/ SMSA system/ third party invoice before finalizing SMSA customer invoice and take appropriate action to update/ rectify the information to generating correct final invoice.
- Ensure that weight changes are correctly captured based on SMSA operation / integrator reweight report before finalizing billing
- Save the AWBs by scanning/ manually in billing systems to correctly capture the rate for final invoicing on daily basis
- Update cash AWB in the system and report to supervisor/ manager. Inform collection team for collection of outstanding amounts.
- After updating all the AWB, run the outstanding for all retail and courier, and send cash sale outstanding report to supervisor and/or manager on regular basis.
- Collect proof of outstanding and AWB copies from retail and courier.
- Ensure that SMSA retail invoice are correctly applied with collected amount and any outstanding shall be reported to manager.
- Prepare (reverse pickup delivery) AWB, update in the system, and report to supervisor.
- Ensure all the AWB are filed systematically and archived properly for future use.
- Updating AWBs in data-entry screen.

- Solving various billing disputes such as verifying customer account numbers/ weight corrections/ missing service types of customer details.
- Provide special rates for outbound and inbound based on request received from Sales/ CS team within agreed timeframe. Maintain appropriate margin on these rates and take written approval from manager as and when required.
- Create credit customer code for verified customer contract in SMSA systems and ensure that signed customer contracts are scanned and saved on share drive.
- Ensuring all the entries in financial system are accurately posted in correct GLs in correct period.
- 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.

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 Competencie	
Adaptability	Level 4
Analytical Thinking	Level 3
Communication	Level 2
Continuous Learning	Level 2
Initiative	Level 4
Planning & Organizing	Level 3
Teamwork	Level 4
Technical Competencie	
Compliance Management Knowledge	Intermediate
Database Management Knowledge	Intermediate
Learning & Development Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) 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 <i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>	
Decision Making	
The billing agent should be able to take the proper discussion regarding billing and other billing/ special rate related issues 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 three (3) years of relevant work experience, 2 years of which should be in Level-02 capacity, preferably in the same industry. <div style="text-align: center;">or</div> High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 1 years industry experience of which at least 2 years has been in Level-02 position <div style="text-align: center;">or</div> High / Middle School Certificate or Technical Courses(Those in technical jobs must have appropriate certification in their respective trades) with over 2 years industry experience of which at least 2 years has been in Level-01 position	

*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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Employee Name:
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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:
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