

AR Support Executive - Finance Collection

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| Job Title | AR Support Executive | | |
| Division | Finance and Procurement Division | | |
| Department | Finance Department | | |
| Section | Finance Collection | | |
| Location | | Direct Reports | |
| Reports To | Collection Supervisor | Version Number | 1 |
| External Relations | | Guide Number | 6995 |
| Internal Relations | | Job Code | |

Basic Function

Minimizing outstanding dues in the market and reconciling accounts, resolving customers' financial issues, and collecting from credit customer/ SSC (SMSA Service Center). Overseeing bank deposit, petty cash, batches, invoices, invoice delivery, etc. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Call customer for payment and any other queries regarding their Credit Status.
- Send reminders for delinquent customers.
- Coordinate with the AR Executives regarding collection of cheques and distribution of invoices.
- Achieve collection target
- Customer visits
- Update Outbound and Inbound POD.
- Prepare Monthly KPI Report, Daily Payment ready report, and Credit and Debit Note for Invoice Adjustments.
- Apply adjustments in the system and Access File.
- Issue Receipt Voucher for Bank Transfer.
- Check email from FM all Bank Transfers made by the customer from our Bank Statement.
- Reply to email from customer.
- Fax Air waybill, credit note, and statements to customer.
- Receive payment from customer and issue the receipt voucher.
- Send soft copy of invoice every month for list customer.
- Prepare attendance sheet and handover to accountant.
- Prepare Excel invoice sheet.
- Handle, control, and distribute all new and old receipt books to the employee.
- Verify bank transfers made by the customer from company bank statement.

- Call customers for payment status; inform bill collectors when ready to make payment.
- Provide missing AWB copies, account statements, invoices, etc.
- Coordinate branch customers and bill collectors, check short collections, issue credit/debit notes, attach AWB copies with monthly invoice, etc.
- Ensure timely collection of payments and update account accordingly.
- Ensure all payments are collected; adjust credit accounts appropriately, including booking of wire transfer payment for credit accounts.
- Follow up with customers for payments plus solving problems.
- Print invoice for all customers according to routes; special projects have to be made separately and sent per policy and procedure.
- Scan AWB origin accurately and on time before printing invoice.
- Make credit note for customers accordingly.
- Cheque pick up
- Arrange the missing AWBs monthly per customers.
- Follow all customers to make warning letter if they have dues more than 2 or 3 months.
- Perform other assignments as required.
- Petty cash Reimbursement

General

- Coordinate with related department to solve any issues.
- Ensure proper quality and productivity offering employee coaching and development when necessary and/or required.

EHS

- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Actively participates in the development and implementation of EHS objectives & programs
- Participates in the emergency response plan
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs

Business Continuity

- Attend and actively participate in all business continuity training and awareness programs.
- Understand the facility's business continuity plans and procedures.
- Act according to the emergency response procedures during drills and actual events.
- Report any observed risks or potential threats to the continuity of operations to the designated officer.
- Adhere to data protection policies to ensure the integrity and confidentiality of sensitive information.
- Acknowledge roles and responsibilities during an incident to ensure effectiveness by understanding the business continuity programme.
- Recognize an incident or crisis.
- Alert incident or crisis responders (including emergency responders as appropriate).

- Escalate action to the incident or crisis management team.
- Respond appropriately to specific threats.
- Respond appropriately when evacuated from the site.

Competencies - Professional and Technical

Behavioral Competencies

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| Adaptability | Level 2 |
| Communication | Level 1 |
| Creative Thinking | Level 1 |
| Teamwork | Level 1 |

Technical Competencies

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| Handling Customer Complaint 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

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: |
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| Updated by: | Date: | Approved by: | Date: |
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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.

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| Signature: | Date: |
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