

AR Team Leader - Finance Collection

Job Title	AR Team Leader		
Division	Finance and Procurement Division		
Department	Finance Department		
Section	Finance Collection		
Location		Direct Reports	
Reports To	NFM/Chief Accountant/ Regional Supervisor - CR		Version Number 1
External Relations		Guide Number	6996
Internal Relations		Job Code	

Basic Function

Ensure all around improvement in COD service standard relating to the Finance process. Long outstanding / Disputed cases in receivable to be resolved in a timely manner.

KEY Responsibilities

Core

- Responsible for overall COD related Finance service which included:
- Keep list of contracts signed for COD service – International / Domestic
- Maintain records for frequency of COD payments by customer.
- Ensure timely payment of COD amounts to customer as per agreement.
- Follow-up on proper updated from operations
- Ensure timely update by Finance team in AR module
- Record for unremitted COD amounts
- Follow up with regional Finance / Operations and SSC (SMSA Service Center) team for unremitted amount
- Ensure proper recording of return shipments
- Coordinate with operations to ensure that COD shipments are either delivered or returned in time.
- Check accuracy of COD invoicing to customer
- Follow up for high outstanding
- Issuing the related invoices
- Sending the related invoices to the customers
- Responsible for follow up of long outstanding / disputed cases handed over by NFM at regular intervals for all services of the company.
- NFM will handover customer cases related to non-settlement of outstanding from the regional Finance teams
- Collect all documents related to the case, have discussion with Finance teams, sales teams and operations team and have discussion with customer.

- Meet customers to resolve disputes in most amicable way so as to retain the customer and settle the outstanding.
- Take up the case with Chamber of commerce / legal
- Intercompany reconciliation for CD shipment

General

- Coordinate with related department to solve any issues related to customer query.

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 Competencie

Adaptability	Level 2
Communication	Level 2
Initiative	Level 2
Stress Management	Level 3
Teamwork	Level 1

Technical Competencie

Handling Customer Complaint Knowledge	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Intermediate
Payment Collection and Remittance Management Knowledge	Advanced
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

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Key Performance Indicators (KPIs)

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