

## Customer Accounts Mgt Executive - Finance Billing

Job Title	Customer Accounts Mgt Executive		
Division	Finance and Procurement Division		
Department	Finance Department		
Section	Finance Billing		
Location		Direct Reports	
Reports To	Billing Supervisor	Version Number	1
External Relations		Guide Number	6991
Internal Relations		Job Code	

### Basic Function

Maintaining database for customer-specific invoicing requirement and ensuring the same is followed over the period of agreement. Frequently checking SMSA Global Network for invoice billing. Fully understand, drive and promote SMSA vision, culture and values.

### KEY Responsibilities

#### Core

- Prepare Regional volume reports on different products.
- Substantiate and authenticate transaction by reviewing all supporting documents, relating to customer, and ensuring correct application of the information
- Decide that supporting documentation is sufficient.
- Correct per level of authority and within company policy.
- Ensure invoices have correct amounts per the agreements signed.
- Verify information provided in a highly detailed manner in the invoices as per the terms of the agreement.
- Maintain database for customer specific invoicing requirements and ensure that the same is followed over the period of agreement.
- Resolve issues with regards to customer agreements, handle customer requests and queries.
- Maintain a log for customer requests queries and update on the settlement.
- Generate metrics to improve performance of billing reviews analyses and comment on report.
- Confirm accuracy for monthly billing.
- Identify opportunities for simplification and faster data entry.
- Maintain tables to monitor billing process; recommend program modifications to ensure simpler and faster data entry.
- Substantiate, authenticate, and record transaction by reviewing all customer supporting documents.
- Ensure the integrity and correctness of billing data transactions.
- Process special discount rate for customers and maintain record.
- Frequently check SMSA Global Network for invoice billing.

- Coordinate with the concern authorities in case of incomplete data & waybill filling
- Manage billing process within shortest period.
- Perform work assessments analysis.
- Ensure all staff is updated within the communications and development in the section.
- Create and develop employees' vacation calendar.
- Check validity of documents submitted by sales.
- Follow up with sales department on credit application and revised contract in process.
- Handle Outbound Billing for both International & Domestic Shipments.
- Maintain all records of manual billing with waybill and manifest copies for future reference.
- Archive all supporting documents for international and domestic deferred shipments.
- Maintain track of exceptions to billing.
- Handle customer queries incorrect billing, dimensional weight discrepancies, missing account numbers, etc.
- Archive all supporting paperwork for international and Domestic Deferred Shipments.
- Maintain track of exceptions to billing.
- Generate invoices by printing and packing it with supporting documents and complete POD to ensure it safely reaches collection Department.
- Keep record of inactive customers and handles related issues.
- Customer accounts contract process and maintain record national and for central region
- Revised customers contract process and maintain record.
- Manage all insurance shipments process Kingdom wide.
- Develop and implement billing procedures and prepare special report as required.
- Perform other assignments as required.
- Invoice Accuracy
- Contracts and agreement via system
- Maintain customer check list

### 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

Adaptability	Level 3
Analytical Thinking	Level 2
Continuous Learning	Level 3
Teamwork	Level 3

### Technical Competencies

Knowledge in Accounts Management	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

\*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:
Updated by:	Date:	Approved by:	Date:

<b>Employee Name:</b>

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.

<b>Signature:</b>

<b>Date:</b>