



Senior AR Executive - Finance Collection

Job Title	Senior AR 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	6997
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). Oversee Bank Deposit, Petty Cash, Batches, MOH invoices, invoices delivery, etc. Fully understand, drive and promote SMSA vision, culture and values.

KEY Responsibilities

Core

- Achieve monthly collection targets by effectively coordinating with the supervisor.
- Train and Mentor other AR Executives.
- Take up routes of AR Executives when they are on vacation.
- Follow routes for customer follow-ups assigned by the Regional Finance Manager/Supervisor.
- Segregate invoices by route to facilitate fast delivery of invoices.
- Ensure the invoice deliveries within the timely manners as per the schedule set by the Management.
- Ensure PODs for delivery of invoices are obtained duly from customers and submitted to collection supervisor.
- Achieve total familiarity with each and every customer of the assigned routes.
- Maintain updated record of every customer's updated contacts numbers.
- Ensure cases of Bad paymasters, unresolved disputes, or any other issues hindering the credit collection are duly reported to the collection supervisor.
- Promptly and closely follow up customers having disputes or claims so that dues are not built up.
- Plan and organize daily work schedule to ensure that at least a minimum of 20-30 customers are visited.
- Ensure daily work schedule as per the daily journey plans provided by the collection supervisor.
- Submit daily journey plans report to collection supervisor.
- Provide required documents to customer for clearing outstanding dues.
- Prepare air waybill/Invoice copies and provide them to customers, ensuring that file copies are maintained for future references.

- Take immediate corrective steps in case of discrepancies appearing in invoices or outstanding list such as wrong route codes in invoices, wrong entries/Postings etc.
- Reconcile customer accounts and obtain balance confirmations for all customers having outstanding aged three months and above.
- Closely monitor aging of customer's dues so as to maintain them within the agreed credit limit period.
- Follow up with customers having dues aged three months and above.
- Suspend credit of the customer unless there are instructions to the contrary from management.
- Carry out any special assignments given by the Regional Finance Manager/Supervisor.
- Deliver invoices to credit customer within the due time.
- Collection from the credit customer and also solve the any problems related to the invoices or payment.
- Achieve the collection target of the department every month.
- Support to collect the payment from special projects.

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 1
Creative Thinking	Level 1
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	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:

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: