

Supervisor - Finance Collection

Job Title	Supervisor		
Division	Finance and Procurement Division		
Department	Finance Department		
Section	Finance Collection		
Location		Direct Reports	
Reports To		Version Number	1
External Relations		Guide Number	6998
Internal Relations		Job Code	

Basic Function

KEY Responsibilities

Core

- Deliver invoices and collect money and cheques from customers.
- Monitor daily visits of collectors.
- Support collectors in achieving monthly collection target.
- Coordinate with manager for daily assignment.
- Visit customers as required.& vendor evaluation
- Monitor monthly invoices delivery and cheque/money collection.
- Monitor collectors' visits to customers.
- Follow up with special (VIP) projects for invoices.
- Handle outbound and inbound invoice and customer duty invoices.
- Ensure delivery of all invoices, including EP invoices before 15th of each month.
- Clear all EP customers' disputes.
- Ensure delivery of all types of invoices.
- Issue debit and credit notes as required.
- Resolve customer problems related to Collections and achieve the collection targets.
- Ensure daily routine work is being done by the staff to achieve their KPIs.
- Enter credit application information in oracle.
- Monitor the branches batch controls to complete the entries on time.
- Monitor/measure staff performance.
- Coordinate resolution of any issues relating to payments/approval per company policy/procedures and budgets.
- Perform other assignments as required.

- Source new suppliers
- Report on write Off customers/Bad debts customers

Team Supervision

- Supervise and guide assigned team to meet tight deadlines and departments objectives.
- Monitor daily visits of collectors.
- Monitor weekly and monthly targets of collectors.
- Motivate team members to create a productive and cordial atmosphere that meets deadlines and achieves objectives.
- Develop, groom, coach, and cross train subordinate staff members.
- Recommend promotions for employees who consistently exceed performance expectations and satisfy other requisite criteria.

General

- Coordinate with related department to solve any issues of accounting.
- Coordinate with HR to finalize payroll and adjustment.
- Ensure the staff at highest level of quality and productivity and exhibit high levels of integrity and ethical behavior by 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

Analytical Thinking	Level 3
Communication	Level 2
Decision Making	Level 2
Resource Management	Level 2
Teamwork	Level 3

Technical Competencies

Accounting and Reporting Knowledge	Intermediate
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

Intermediate

*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

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: