

## AR Support Executive

Job Title	AR Support Executive		
Division	Finance and Procurement Division		
Department	Finance Department		
Section	Finance Collection		
Location		Direct Reports	
Reports To	Finance Manager	Version Number	1
External Relations	Customers	Guide Number	
Internal Relations	ation, Sales and Marketing, SFD and Customer Ser	Job Code	

### Basic Function

Recover the SMSA o/s monies within the due date and minimize the bad debt impact. Resolve customer queries to accelerate the collection and flag and take required action on customer accounts to safeguard company interest. Ensure that customer Receipts are correctly applied against invoice settled. Maintaining and keeping all the records related to COD and other collection transactions, deposit & collection reconciliation reports and Duty & Taxes Invoices. Ensure that Invoices are sent to customers on time and maintain the dispatched details.

Collecting cash, POS, and cheques from customers.Overseeing bank deposits, etc.

Fully understand, drive, and promote SMSA vision, culture, and values

### KEY Responsibilities

#### Core

- Achieve monthly cash collection targets on a consistent basis by effectively coordinating with customer and internal departments as per AR report.
- Co-ordinate with team for re-submission of invoices and collection of cash, POS, and cheques from customers
- Ensure all payments are collected; adjust credit accounts appropriately, including booking of wire transfer payment for credit accounts.
- Ensure to call the customers before the due date to ensure timely receivables collection.
- Sent an email about monthly outstanding SOA before 12th of each month.
- Email letters to customers for payment reminders, follow ups and account suspension as defined by SOP and guidelines and take appropriate action to minimize adverse impact on SMSA.
- Ensure cases of Bad paymasters, unresolved disputes, or any other issues hindering the credit collection are duly reported to the senior accountant and finance manager.
- Ensure that all the customer collections are supported with receipt and other necessary documents.
- Ensure that all the daily cash and cheque receipt/ approved credit entries are posted on a daily basis on following working day in the financial system in time and customer SOA correctly reflects the updates status.
- Ensure timely collection of payments and update account accordingly.

- Ensuring all the entries in financial system are accurately allocated / posted in correct GLs in correct period at all the time.
- Ensuring collection against DDU shipments and applying the same correctly against invoices raised daily.
- Ensuring that AR aging is kept within assigned credit period with no bad debts and minimizing of issuing Credit notes.
- Flag the high-risk customers and potential risky customers and take appropriate actions to reduce the adverse impact on SMSA.
- Follow all customers to make reminder letter if they have dues more than credit terms.
- Liaise with internal departments as required to address and resolve supplier queries on a timely basis.
- Maintain list of PDCs in hand and ensure timely deposit of checks in Bank. Also, maintain a list of security checks and inform GL team on action to be taken as and when required.
- Maintain list of suspended and reactivated accounts during period in excel and forward to manager as and when required.
- Maintain updated record of every customer's updated contact numbers.
- Manage the aging of receivable balance and ensure that o/s balance aging is maintained within less than 60 days bracket by rigorously following up with customers.
- Meet customers to resolve disputes in the most amicable way to retain the customer and settle the outstanding.
- Minimize the bad debts, balance write offs and claims by actively resolving customer queries and following up with them on a regular basis.
- Perform reconciliation with customer as and when required and get balance confirmation on balance receivable from them on regular interval to avoid future disputes and safeguard SMSA interest.
- Prepare working for credit notes after thorough investigation to identify the root-cause and support it with necessary document with required departmental approvals before submitting for final finance approval on regular basis.
- Reconcile customer accounts and obtain balance confirmations for all customers having outstanding aged two months and above.
- Resolving various billing and other disputes raised by customers with appropriate timeline to accelerate the collection and minimize the receivable aging.
- Review the AR aging on regular basis and update and provide the update to manager as and when required.
- Take immediate corrective steps in case of discrepancies appearing in invoices or outstanding list such as wrong route codes in invoices, wrong listing, or wrong entries/Postings etc.
- Make sure that over 90 days customer outstanding cases are escalated finance manager on monthly basis.
- Handle, control, and distribute all new and old receipt books to the employee.
- Perform & assist in ad hoc and special assignments as and when required.
- Collect all documents related to the case, have discussion with Finance teams, sales teams and operations team and have discussion with customer.
- Administering the filing process and ensuring that the file register is accurate and maintained as per SMSA requirement.
- Prepare Monthly KPI Report, Daily collection ready report.
-

## General

- Coordinate with related departments to solve any issues of accounting!
- Coordination, timely follow up and communication with external and internal customers to resolve the issues.
- Ensure proper quality and productivity in collection and reporting process.
- Maintaining a high-level integrity and accuracy in billing and collection to mitigate any revenue loss to company.
- 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.
- Ensure that overall department and SMSA Corporate goals are met.
- 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 paper and other recycling programs.

## Competencies - Professional and Technical

### Behavioral Competencie

Adaptability	Level 3
Communication	Level 3
Initiative	Level 3
Teamwork	Level 3

### Technical Competencie

Language Proficiency knowledge (English)	Intermediate
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Beginner
SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application,	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

--

### 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

<b>Prepared By:</b>	<b>Reviewed by:</b>	<b>Approved by:</b>	<b>Endorsed by:</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

<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>