

## Billing Agent

<b>Job Title</b>	Accountant		
<b>Division</b>	Finance		
<b>Department</b>	Finance		
<b>Section</b>	Finance		
<b>Location</b>			<b>Direct Reports</b>
<b>Reports To</b>	Manager – Finance		<b>Version Number</b> 1
<b>External Relations</b>			<b>Guide Number</b>
<b>Internal Relations</b>			<b>Job Code</b>

### Basic Function

Handling Cash, Maintaining and keeping all the records related to COD and other collection transactions, deposit & collection reconciliation reports and Duty & Taxes Invoices.

Booking all the Petty Cash (PC) expenses and payments done in financial system on regular basis.

Daily AWB Validation, Entering Airway Bills in the system Generating monthly Invoices based on inputs received from Operations and Integrators. Ensure that Invoices are sent to customers on time and billing input for GL posting.

Recover the SMSA o/s monies within 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.

Fully understand and promote SMSA's vision, mission, culture, and values

### KEY Responsibilities

#### Core

- Receiving Cash, Cheques and COD amount collected by couriers/staff on daily basis.
- Updating SPANEL with COD collection and floating the cash in SPANEL against each delivered AWB on daily basis.
- Submitting SPANEL and COD Cash deposit reconciliation on same business day.
- Ensuring that Cash & Cheques collected other than COD is deposited on same business day.
- Submitting Cash & Cheques collection report and highlight any discrepancies, on same business day.
- Ensure that all the customer collections are supported with receipt and other necessary documents.
- Booking all kinds of customer collections receipt entries in financial system and apply the same correctly against invoices on regular/weekly basis.
- Booking all the Petty Cash (PC) expenses and payments in financial system on regular basis.
- Following up with couriers for COD relating to delivered shipments and escalating the unsettled items in time.
- Ensure that COD invoices are in-line with deliveries done and all the COD collected by courier/ third parties are deposited in SMSA Bank account the next Business Day.
- Review COD collection report and SPANEL report and ensure that there is no discrepancy among them and escalate and resolve the issues, if any.

- Ensuring all the entries in financial system are accurately posted in correct GLs in correct period.
- Daily AWB Validation in regards to assist in billing process.
- Manual Entry of SDC AWB entries in Excel, & to assist in billing process.
- Opening account & providing access in Seibel within 24hrs of request.
- Achieve monthly collection Targets on consistent basis by effectively coordinating with customer and internal departments.
- 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/Visiting customers.
- Review the AR aging on daily basis and update and provide the update to AR Team Leader as and when required.
- Flag the high-risk customers and potential risky customers and take appropriate actions to reduce the adverse impact on SMSA.
- Minimize the Bad Debts, balance write offs and claims by actively resolving customer queries and following up with them on regular basis.
- Liaise with internal departments as required to address and resolve customer queries on timely basis.
- Ensure that all the receipt/ approved credit note entries are posted in financial system on time and customer SOA correctly reflects the updates status.
- 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.
- Maintain list of PDCs in hand and ensure timely deposit of Cheques in Bank. Also, maintain list of security Cheques and inform GL team, on action to be taken as and when required.
- Assist in monthly management reporting and ensure that deadlines are met.
- Administering the filling process and ensure that the file register is accurate and maintained as per SMSA requirement.
- Perform & Assist in Adhock and special assignments as and when required.
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### General

- Coordination, timely follow up and communication with external and internal customer to resolve the issues.
- Ensure proper quality and productivity in collection and reporting process.
- Ensure that overall department and SMSA Corporate goals are met.

### EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices.

## Competencies - Professional and Technical

### Behavioral Competencies

Communication	Level 2
Initiative	Level 2
Teamwork	Level 2

### Technical Competencies

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

### 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

Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent. & or Any specialized positions like Pharmacist, Brand Advisor etc. must have degree in their specific field), Post graduate degree an advantage. At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.

or

Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Level-05 position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-04 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>