



Job Description

Position Accounts Receivable Administrator

Reports to AR Team Leader

Overview

The primary responsibility of this role is:

- Ensure accurate and timely allocation of remittances, processing of direct credits, administration of direct debits and assist with opening / closure of customer accounts.
- Respond to customer enquiries in a timely and appropriate manner.

Functional Relationships

- National Credit Controller (NCC), National Finance Team, Branch AR teams, Branch Customer Service Teams

Key Responsibilities

- Process banks statements daily
- Allocate and reconcile customer payments as per remittance
- Process direct debit and credit card payments
- Process and notify customers of dishonoured payments
- Process Eftpos transactions as notified by branches
- Process and send customer statements
- Assist customers with statement queries
- Respond to customer requests for invoice and credit copies
- Reconcile cashbook daily
- Keep customer account information up to date as required
- Assist Senior AR staff as required
- Assist customers with general enquires and redirect queries as appropriate
- Assist other staff with other sundry duties as directed by your manager.
- Maintain a high standard of dress and grooming so as to represent a professional company image to visitors.

Health and Safety

Support the Health & Safety at the branch and work with H&S Co-ordinators as needed to ensure legal compliance across all levels in the branch.

Under the Health and Safety at Work Act 2015 you are obliged to:

- Take reasonable care of your own health and safety, including reasonable care that others are not harmed by something you do or don't do.



- Follow reasonable health and safety instructions given by anyone at Bidfood, as far as you are reasonably able to.
- Cooperate with any reasonable Bidfood business policy or procedure relating to the workplace's health and safety.
- Ensure that all accidents, injuries near misses or hazards that occur at work or that affect your work are reported as soon as possible to your Supervisor/Manager or branch Health and Safety Coordinator.

Food Safety

- Always maintain the highest standards of food safety.
- Follow personal hygiene and food safety policies in line with the Food Control Plan.
- Maintain appropriate dress, grooming, and hygiene standards.

Key Performance Indicators

- Accuracy of transactional information pertaining to debtor receipts
- Timeliness of information processed
- Compliance with Food Safety requirements
- Contribution to achievement of goals within overall finance team and company