**Schedule B**

**Job Description**

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**Position** Accounts Receivable Administrator

**Reports to**  AR Team Leader

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**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

General

* 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.

Food Safety

* As per your Employment Agreement, ensure that you observe Company policies on personal hygiene, wounds and infectious illnesses.
* Adhere to ALL relevant Food Safety procedures and processes as indicated by the Company’s Food Safety Program

Health and Safety

* Under the Health and Safety at Work Act 2015, you are obliged to take all practical steps to ensure your own safety at work and to ensure the safety of all other persons in the workplace.
* Ensure that the Safety Officer is advised of any new accidents, incidents or hazards identified immediately. Report any health and safety concerns to the Safety Officer.

**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