Accounts Receivable Controller
Reporting to – Manager Receivables
Credit Control

Sector: Manufacturing & Industrial
Location: Dubai, UAE
Status: Professional
Closing Date: September 2011

Job Description:

Accountabilities

Timely and correct actions related to Credit Management for dedicated responsibility area.

- Master Data Maintenance
- Customer Worthiness Analysis (CWA)
- Sales related activities
- Collection
- Reporting

Accountable for the development of the Credit Controller function and knowledge sharing.

Responsibilities

Main Responsibilities:

Master Data Maintenance:
Monitor Credit Master data
Supervise the usage of one time customer

Customer Worthiness Analysis (CWA):
Customer worthiness analysis done for each customer (for new and existing customers); reasonable risk categories, payment terms, credit exposure / credit limit for each customer (under their responsibility).

Sales related activities:
Support the sales unit with credit management related issues to ensure smooth sales processing (quotations, orders, credit notes, return orders, invoicing).

Collection:
- Monitor and ensure timely collection (according to the collection profile).
- Responsible for the reactive actions towards the whole customer.
- Review and maintain the collection profile (actual maintenance is done by GCC-team).
- Progress & follow up of the dispute process.
- Monitor customer behaviour and reactions related to dunning and dispute management.
- Support Local Credit Controllers in dunning activities and dispute management.
- Assist the Local Credit Controller in payment related issues.
- Provisions and write offs at acceptable level.

**Reporting:**
Follow up of individual and total credit exposure.
Support the reporting needs of various stakeholders.

**Knowledge sharing & transfer:**
- Gather, analyse and store external or credit information on the central location (IDM).
- Communicate and follow up of completion of the CWA results.
- Start and communicate necessary credit actions to stakeholders.
- Follow up completion of the credit actions.

**Development Responsibilities:**
- Improve methods to perform customer worthiness analysis.
- Support the ongoing Global Credit Control project.
- Continuous development of own competences inline with the accountabilities and responsibilities.
- Deliver the improvement proposals to GCC-team.

**Authorities:**
Joint approver (Credit responsible from Control) for Credit decisions & actions according to Service guidelines.
Request to block customer globally.

**Job Requirements:**

**Qualifications**

**Education:**
Bachelor degree

**Experience:**
Minimum 3 to 4 years of experience in the field of credit control.

**Skills**

**General Skills:**
- Excellent managerial skills
- Excellent communication skills
- Excellent leadership qualities
- Computer literacy Skills
- Good presentation skills
- Fluency in English - written and oral; Arabic skills would be an advantage
- Willingness to travel in middle east
- Good Teamwork skills
- Hands on problem solver
- Ability to achieve & exceed set targets
- Approach given tasks with commercial acumen

**Professional Skills:**

*Master Data Maintenance:*
Understand the concept of Master Data and the roles involved in the Credit Management process

- Customer master data
- Installation master data
- Credit Master data

*Main focus area - Knowledge of:*
- Partner functions (e.g. owner of liabilities)
- Customer structure
- Legal (HQ, Subsidiary)
- Ship management (Management company, Vessel(s))
- Understanding the concept of one time customer and its usage. (if applicable)

*Customer Worthiness Analysis (CWA):*

*CWA*
- Expertise in understanding different factors affecting the credit worthiness of a customer.
- Full understanding of different credit management key elements.
- Capability to interpret the state of and changes in these elements and present the situation to colleagues to generate necessary credit actions.

*Risk Category:*
Capability to assess and define a Credit Risk category for a customer based on certain instances and insufficient information.

*Credit Limit:*
- Full understanding of the concepts of Credit Exposure and Credit Limit.
- Expertise in defining a reasonable Credit Limit which reflects the Risk Category, size and paying capacity/willingness of the customer.
- Understanding how to safeguard the Receivables by using collaterals or secured payment terms wherever needed.

*Payment terms & Collection profile (s):*
- Understanding how the Payment Terms and Collection Profiles affect the individual and overall level of credit risk.
- Understanding the means of effective cash flow management and Cost of Capital concept (WACC = weighted average cost of capital) and its effect on the profitability of the customer.

*Sales related Activities:*
- Knowledge of the sales processes (quotations, orders, credit notes, return orders, invoicing) and credit management related issues.
- Collection & Dispute management.
- Collection procedure.
- Understanding the collection concept, rules and principles (when, how, why) and
how they affect different types of customers and sales processes.
- Knowledge of the collection profile(s) and how this affects on the different
  tasks involved in the actual collection process.
- Ability to execute the actions according to the collection profile.
- Awareness of the circumstances (customer background & behaviour), payment
  history and consideration of credit notes or claims (if any).

**Dunning Laws & Regulations:**
- Awareness of different country-wise laws and regulations specifically related to
  Dunning.
- Knowledge of the law and requirements for hand over the A/R to the external
  collection agency

**Dispute Management:**
- Understanding what is a dispute and how the dispute process works with the
  parties involved.
- Knowledge of the dispute resolution owner and how the dispute affects on the
  needed collection actions.
- Ability to ensure timely resolution of the dispute (reminding the owner).
- Ability to share dispute information & knowledge with the various stakeholders.

**Reporting:**
- Good technical skills to use effectively different reporting and communication
  tools.
- Ability to generate and analyse relevant reports for various stakeholders.

**Management & Leadership Competencies:**
- Credit Team
- Ability to effectively lead the Credit Team (Credit Team = all Local Credit
  Controllers assigned to the same customer that the Credit Controller is responsible
  for) to the benefit of company’s Services.
- Basic legal knowledge is advantageous.
- Ability to interpret and apply laws, rules, and regulations relative to the work.