

Accounts Receivable Coordinator Position Description



Position Title:	Accounts Receivable Coordinator		
Reports to:	Senior Accounts Receivable Coordinator / Accounts Receivable Manager		
Direct Reports:	N/A		
Financial Delegations:	N/A		
Division:	Customer Experience	Dept:	Accounts Receivable
Location:	Brisbane	Date Created:	19/08/10

Company Overview

Brief summary of company:

Signet is always the best place to look for packaging, safety and cleaning supplies. As a company we are passionate about providing the best service both internally and externally, and this is a key point of difference for Signet in the marketplace. We are passionate about Operational Excellence and have set ourselves a goal to be the world's best at Direct and Database Marketing. Ultimately we will deliver to our customers an Unmatched Low Cost Customer Service Experience - Always.

Our brand promise is to be - Always in stock. Always on time. Always reliable.

Mission Statement: To be the first place industry looks for their packaging and safety supplies – always.

Group Core Values: Honour; Ownership and Commitment; Change for Strength; Diligence

Position Overview & Organisational Requirements

Position Summary:

The Accounts Receivable Coordinator works in a team environment to ensure monthly collection targets are met, acceptable 'days outstanding' are maintained and bad debt exposure is minimised. This position provides a quality customer service experience for SIGNET customers through debt collection activities.

Organisational Requirements:

- All positions within the Winson Group will always support the achievement of our Mission.
- When dealing with our colleagues, customers and the community, all employees should always act in accordance with the company's stated values and behaviours, customs and practices.
- Employees are always required to comply with all relevant legislation, laws, regulations, standards, codes and the Group's policies and procedures.
- Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with the Workplace Health and Safety Legislation, relevant to each state.

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Key Responsibilities

- ⇒ Display behaviours consistent with the stated Winson Values

Collections Operations

- ⇒ Confer with customers by telephone to determine reasons for overdue payments.
- ⇒ Liaising with internal / external clients regarding account queries.
- ⇒ Process all orders on Credit hold and approve for release in line with credit SOPs.
- ⇒ Liaise with other areas of the business to ensure the credit risk is minimised & sales return is maximised.
- ⇒ Follow up debts (60, 90 & 120 days) to gain a payment commitment. If required, ensure a written payment schedule is obtained.
- ⇒ Assist with the daily processing of cash, cheques and direct deposits as required.
- ⇒ Following up on Unallocated Cash Receipts.
- ⇒ Reconcile accounts at customers' requests.
- ⇒ Processing of Credit Notes.
- ⇒ Follow Signet's Standard Operating procedures (SOP's) to support operational excellence.
- ⇒ Maintain and utilise a sound working knowledge of Signet's products and operational systems during all collections activities.
- ⇒ Ad hoc duties as directed.
- ⇒ Participate in Continuous Improvement Programs and adhere to LEAN principles.

Database Management

- ⇒ Correctly process all collections activities and status of collection efforts using Navision.

General

- ⇒ Adhere to and uphold established team ground rules.
- ⇒ Positively contribute to the team environment.
- ⇒ Proactively develop and build on Signet product, systems and skills knowledge.
- ⇒ Establish and maintain professional working relationships with colleagues, customers and suppliers.
- ⇒ Participate in approved training programs (internal and external) to ensure on-going professional and personal development.

Key Competencies/Experience

Key Competencies

- ⇒ Knowledge of principles and processes for providing customer service together with demonstrated

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customer service orientation.

- ⇒ Demonstrated high standard of attention to detail.
- ⇒ Sound interpersonal, oral and written communication skills, and the ability to negotiate and maintain effective relationships with a wide variety of people.
- ⇒ Proven ability to work effectively under pressure, handle competing priorities, meet deadlines and manage activities through to completion.
- ⇒ Ability to plan and organise your own tasks a part of a team.
- ⇒ Demonstrated ability to work both as an individual and as a member of a team.
- ⇒ High level of reliability and commitment to your own performance/targets and goals.
- ⇒ Sound working knowledge of MS Office.

Experience

- ⇒ Accounts Receivable or Collections experience within a corporate environment.

Key Performance Indicators

- ⇒ Behaviours are aligned to Winson's stated Values and Behaviours
- ⇒ Meet monthly collections budget.
- ⇒ <8% outstanding of overdue monies, in 60, 90 and older total ledger.
- ⇒ Bad debt of <1% of Annual turnover.
- ⇒ Maintain debtors days at 44 days or less.
- ⇒ 100% of Ageing Debtors to be liaised with throughout month

Qualifications

- ⇒ Certificate III in Financial Services

Mandatory Criteria

- ⇒ N/A

Specific Requirements of the Position

- ⇒ Available to work rotating roster, if required

Key Stakeholders

Internal

- ⇒ Accounts Receivable team members

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- ⇒ Database Integrity team members
- ⇒ Chief Financial Officer and Group Accountant
- ⇒ Signet employees

External

- ⇒ Customers
- ⇒ External financial information providers e.g. Veda, Dunn and Bradstreet.

Authorisation

Please sign to confirm that this Position Description has been discussed by both parties.

Employee Name & Signature	_____	Date	_____
Manager Name & Signature	_____	Date	_____

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