

DEBTORS SUPERVISOR:

The above-mentioned position is within the Finance Department

- ❖ Location Gauteng Area, Rivonia

RESPONSIBILITIES / DUTIES:

- Responsible for the smooth running of his/her section in terms of delivery of documents to clients and by supervising all staff at all offices effectively
- Efficiently and handling Human Capital and their performance which includes their training, recruitment & selection, etc.
- Effective collection of cash from clients as well as maintain a good client relationship
- Ensuring that processes and procedures are being followed by staff by supervising the processes within the team
- Ensure documents are delivered to clients timeously
- Ensure all supporting documents are attached as per client requirements
- Ensure all payments are allocated timeously
- Effective communication with internal and external clients, maintain good relationships
- **Client Liaison:**
 - Attend client meetings at their premises
 - Regular meetings to be held with clients, between CGM, Debtors Controller and Debtors Supervisor
- **Monitor and Maintain Age Analysis:**
 - Clients to pay as per agreed terms. To ensure that deliveries of documents are delivered to clients timeously.
 - Monitor age analysis weekly.
- **Queries:** Resolve queries within 24 hours
- **HC People and Performance Management:**
 - Effective management of the Team
 - Staff appraisals to be completed and Performance Development Plans to be created for staff who are not performing.
 - Assistance with recruitment, selection and appointments of candidates
 - Ensure Payroll and HR receive the necessary forms for the staff members personal files, deadlines to be met
 - Training and Development of Staff
 - Delegation of work to staff and effective management thereof
 - Coach, mentor and provide guidance to staff where necessary
 - Ensure staff are aware of Code of Conduct and Company policies
 - Drive cost reduction within the team
 - Facilitate an effective handover process between staff when staff leave the company or go on leave.
 - Hold monthly One on One's with individual staff members in a closed environment
 - Hold monthly meetings with the team and encourage staff to address issues
 - Ensure work area is neat and tidy at all times for yourself and your team
 - Ensure one's "Out of Office" is on when one is not in the office
 - Advise IT to put on the "Out of office" when one is off sick
 - Redirect emails to someone else's mailbox if necessary
 - Knowledge of staff's Job descriptions and ensuring they are adhered to.
 - Drive Vision and Step Up Program to staff
 - Create a pleasant working environment.
- **Control Checking:**
 - Quality control check supporting documents to be delivered to clients.
 - Monitor the clients card statement every second month to pick up an irregularities
 - Run the Open Item accounts monthly, monitor and review the outstanding balances. Assist staff where necessary to clear.
 - Ensure consistent and accurate filing and storing of records and working documents

- **Manual Swiping and Journal Entries:**
 - Ensuring all reversals and declined transactions are processed manually to the card (Amex).
 - Ensure that all Debtors Journal are processed timeously.
 - At month end, there should be no amounts outstanding on the age analysis for Credit Card accounts
- **Minimum Risk:**
 - Ensure that the company is not at risk for Finance charges
 - Advise new clients of the interest implications should they pay their card late.
- **Assist Manager on ADHOC tasks:**
 - Any task assigned to you by your manager
 - Report any irregularities known to you
 - Assist fellow colleagues as and when necessary
- **Disputing of fraudulent charges with card company:**
 - To ensure that all fraudulent charges are communicated/ disputes with the relevant card company with 30 days
- **Risk and Internal Controls:**
 - To ensure that all process are adhered to.
 - To also monitor that all controls and process in place are effective and followed by all staff members.
 - Constantly look out for risk items in your area of responsibility.
 - Report back to management

JOB CHALLENGES:

- All controllers are maintaining their accounts without any complaints or missed deadlines
- Effective cash collection
- Ensure that all clients are satisfied and needs are met.
- Driving the processes and procedures of the company
- Smooth running debtors team

EXPERIENCE and QUALIFICATION:

- **3 years' experience in a supervisory position**
- Supervisory/Leadership Course
- Accounting Diploma/Degree (studying towards pertaining to your section)
- MS Office