



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 stake holders.
- 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.