

# Job Description

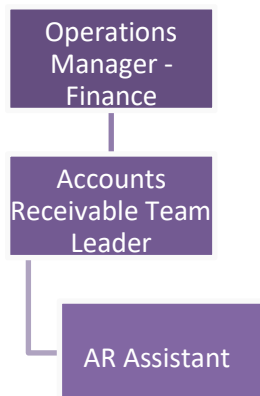


<b>Job Title:</b>	<b>Accounts Receivable Assistant</b>
<b>Reports to:</b>	Accounts Receivable Team Leader
<b>Grade:</b>	5
<b>Date:</b>	March 2022

## 1. Job Purpose

To action internal and external emailed and postal requests received by the Accounts Receivable team, to prioritise, action and allocate the requests to the relevant department and communicate with the customer, whether internal or external to ensure a high level of customer service.

## 2. Organisational Structure



## 3. Dimensions

The business currently turns over £125m per annum which in turn generates approximately 800,000 sales invoices per year to a base of 40,000 customers.

The team receives approx. 850 emails per day into the 3 team inboxes, that require allocating and actioning within the SLA timescales.

This role is responsible for the administration for the Accounts Receivable team including the raising of sales invoices and credit notes for customers, resolving customer queries and enable payment to be made which is essential to maximise cash flow for the business

The role will operate in line with targets set by the line manager

There is no staff supervision however the role will be part of a team and operate in a team environment

#### 4. Principle Accountabilities

- To receive, investigate and action Customer queries received via email, within the departmental approval limits. Refer high value requests as appropriate to seek necessary approvals. This will include the generation of sales invoices and credit notes to rectify errors and resolve Customer queries to enable prompt payments and provide customer satisfaction.
- Communicate with other departments regarding customer queries to meet customer needs
- Communicate with Customers via email and telephone to keep the Customer apprised of progress with the resolution of their query.
- To promote and encourage the use of electronic delivery methods for invoices, credit notes and statements, including the accurate updating of customer records in CRM with appropriate email addresses.
- Ensure correct Customer identification process is followed in line with GDPR..
- Control and review the three team inboxes (Accounts Receivable, Credit Control and Income) periodically throughout the day and distribute the emails as appropriate amongst the team.
- Manage and distribute the incoming post for the team including any returned mail..
- Matching YPO invoices and credit notes to customer's purchase orders using their portals for specific customers where YPO provides an invoice matching service.
- Perform required credit checks on new and amended customer accounts using Experian data to set appropriate credit limits in line with YPO Credit Policy. Update CRM records to reflect limit given and review dates.
- Advise customers of any unallocated payment amounts on their accounts and request remittance advices/information to ensure correct allocation of income received and updated account balances.
- Action contras to clear outstanding credit/debit balances to keep customer accounts accurate and up to date.
- Produce customer statements as requested ensuring customers receive accurate account information.
- Provide cover for the principal duties of the AR team and the wider Finance teams as and when requested by the Operations Manager (Finance) or the AR Team Leader.
- To work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.
- To keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Ensuring that services are delivered in line with relevant legislation, YPO objectives and policies including those relating to Equality and Diversity, Customer Care and Health and Safety.
- To undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

#### 5. Planning and Organising

Manage workloads received via email to ensure all requests dealt with within SLA's.

Other workloads are received via telephone or letter and are to be prioritised and distributed on a daily basis to meet required deadlines.

Staff development and training on relevant procedures and processes.

Contribute to YPO's continuous improvement plans.

Promote effective working relationships between the Accounts Receivable team and other departments within YPO.

Assist the Payment Processing team in order to meet banking deadlines when required.

## 6. Decision Making

Discretionary responsibility to write off low value debts for clearing the balances of invoices and credits from customer accounts.

Discretionary responsibility for the accuracy of resolving discrepancies, within YPO's policies and procedures, making the right decision for the customer and the business.

Prioritise own workload in line with departmental requirements.

Take responsibility for ensuring accuracy of own work in line with policies and procedures.

## 7. Internal and External Relationships

Daily contact with the Operations Manager (Finance) and the Accounts Receivable Team Leader.

Daily contact with CAM team to discuss account creation and amendments and customer queries.

Daily contact with Customer Services Stock, Directs and Furniture teams to resolve customer queries.

Daily contact with customers in both proactive and reactive ways in resolution of queries.

## 8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
<b>Knowledge</b>			
Competence in using Microsoft Office products	X		Application/Interview
Minimum of 5 GCSE / O Level equivalents including Numeracy and Literacy	X		Application/Interview
Experience of using accounting software e.g. Navision	X		Application/Interview

<b>Skills</b>			
Excellent communication skills both verbally and written	X		Application/Interview
Excellent problem solving abilities	X		Application/Interview
Tactful, persuasive and able to utilize negotiating and reasoning techniques professionally when dealing with both external and internal customers	X		Application/Interview
Good time management and organizational skills	X		Application/Interview
<b>Experience</b>			
Previous experience in an Accounts Receivable or Administration environment.	X		Application/Interview
Previous Customer query resolution experience.	X		Application/Interview
Previous experience of handling incoming and outgoing customer calls.	X		Application/Interview
Demonstrable accounting knowledge would be an advantage		X	Application/Interview

<b>9. Special Features</b>	
<b>Jobholder Signature:</b>	
<b>Manager Signature:</b>	
<b>Date:</b>	