

	<b>Position Description Manual</b>
Department: Finance	Position Title: Billing & Documentation Supervisor
Effective Date: July , 2012	Revision No.:

## I. REASON FOR EXISTENCE

Responsible in overseeing all transactions are billed correctly and on-time nationwide including monitoring of documents necessary for billing.

## II. DUTIES AND RESPONSIBILITIES

1. Review daily transactions by validating the recorded revenue from the systems and identifying if all have been billed to ensure completeness and on-time billing to customers.
2. Validate the entries in the Service Invoice/ Statement of Account by randomly checking the computation and affixing signature based on agreed rates to ensure accurate charges are reflected.
3. Secure copy from sales of all signed SOP and rates agreement by maintaining and updating the central file of all accounts for easy reference and basis for revalidation in case of discrepancy.
4. Oversee that all billings prepared for the day are delivered to customers by reviewing regularly the collectors' itinerary and endorsement of all file copies duly received by customer are in the customer jacket to ensure proper turn over.
5. Ensures that billings are signed received indicating receipt date by clients to capture correct aging of AR.
6. Monitor weekly and monthly performance of return documents by checking the report and assist in following up from concerned branches to ensure compliance to timely return of documents for billing.

7. Coordinate with BDM and Operations to solve billing issues and concern by identifying possible problems, corrective actions, improvements and recommendations to avoid returned billings.
8. Attend to all customers' calls, inquiry, clarification if needed together with BDM in relation to billing and rates problems/issues to maintain good relationship with them.
9. Prepare management report by summarizing monthly billings per customers, performance on return documents and other issues and concerns to be presented to Sales and Credit Committee for immediate resolutions.
10. Conduct Performance Management by evaluating and discussing Key Performance Indicators (KPI) results to finance staff and come up with action plans to improve team performance.
11. Do regular coaching & mentoring program to Finance Staff by doing a scheduled one-on-one session using coaching log sheet or journal to ensure that Finance staff are highly motivated, engaged and enthusiastic in delivering service to our customers.
12. Recommend process improvements and develop policy statements to be used as guide to Finance Team in order to strengthen business controls, improve operations and reduce costs.
13. Recommend and initiate the selection and hiring of employees by conducting paper screen and interviews to ensure job specification are met.
14. Train & orient new hires by conducting product knowledge & process flow orientation and actual on- the-job immersion to equip them with the necessary knowledge and skills prior to actual customer interaction.
15. Perform other functions that may be assigned from time to time.

### **III. QUALIFICATIONS**

1. Bachelor's College Degree in Finance/Accountancy/Banking or equivalent.
2. Preferably Supervisor 1-2 Yrs experienced.
3. Proficient in Office Applications.
4. Systematic and detailed oriented.
5. Having experience in Logistics is an advantage.
6. Good level in English both oral & written.
7. Strong analytical thinking.
8. With proven people skills

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