	Credit and Collection Manager Job Description		Document Number: JD-FIN-03.14
	Department: Finance	Effective Date: February 27, 2017	Revision No 0

I Reason for Existence

The general function is to assure the liquidity of company's cash position through quick and efficient credit control arrangements with customers. He ensures the development of effective collection system, a fair and equitable credit arrangement system for loyal and long-standing customers, collection incentives for difficult accounts, effective internal control systems and other similar initiatives.


II Duties and Responsibilities

1. Monitor the over-all movements in the Billing, Credit & Collection Department.
2. Review all billing, credit & collection reports prior to submission to management.
3. Handle all problematic account (Dormant Customer), account endorsed to a collection agencies and all legal activities.
4. Monitoring and approval of services arrangement (F2-FAST) with overdue and excess credit limit.
5. Monitor aging of receivables.
6. Conducts credit investigation, property appraisal and revaluation.
7. Motivates, discipline and appraise performance of Billing, Credit & Collection Department Personnel.

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8. Train and instruct billing, credit & collection group on their duties and responsibilities.
9. Recommend system improvement/s.
10. Generate KPI reports, monitor and ensure that targets are achieved by monitoring compliance on the established policies and procedures as well as updating processes based on the improvements generated from the review and actual implementation to meet customer requirements.
11. Conducts performance management by evaluating and discussing key performance indicators (KPI) results to direct reports and come up with action plans to improve team's performance.
12. Guide, discipline and terminate (if necessary), finance team members by discussing job descriptions, policies and procedures, table of discipline and KPIs to ensure adherence and understanding in execution of common goals.
13. Identify and address staff training and coaching needs by doing scheduled one on one session using coaching log sheet and key incident journal to ensure that the direct reports are highly motivated, engaged and enthusiastic in delivering service to our customers.
14. Outline and plan developmental objective and career goals of direct report by identifying knowledge, skills and abilities to pursue in selecting trainings and developmental activities needed.
15. Recommend and initiate the selections and hiring of new employees by conducting paper screen and interviews to ensure that job specifications are met.
16. Handle other functions that maybe assigned from time to time.

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III Minimum Qualifications

1. Accountancy Graduate, preferable CPA
2. Computer literate, knowledgeable in office application suite.
3. More than 5 years of experience in similar position; experience with operations preferred.
4. Have a flare for numbers, work well with people, aggressively anticipate impacts of workload/issues to team deadlines and have a very positive work attitude.
5. Strong experience in income statement analysis.
6. Experience Financial Analyzer or equivalent, and Business Intelligence, a plus.
7. Strong organizational, analytical and interpersonal skills.
8. Self-motivated to learn new concepts and participate in new projects.
9. Has excellent verbal and written communication skill.
10. With proven people skills.
11. Excellent leadership skills and should be able to drive change.
12. Flexibility and stress tolerance.
13. Strong ability in training, motivating and coaching.
14. Systematic and detailed oriented.
15. Problem solving skills.

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