

Position Description

Vacancy Title: **Credit Officer**

Location:

Reports To: **None**

Objective

The role is to manage debtors accounts of the organization when services have been rendered and will be tasked with monitoring outstanding balances, ensuring timely payments are received, and accounts are operating as per agreed credit terms. The role will also play a crucial part in maintaining the financial health of the company by minimizing credit risk and maximizing cash flow. The role will report to the General Manager / Manager Finance.

Outcomes

Organisational Stakeholders

1. Monitored and Maintained Cash Flows

- Credit control procedures and accounts receivable portfolio closely monitored and controlled at all times
 - Timely collection of payments and ensuring outstanding sales and improving liquidity
- Cash inflow monitored regularly
 - Financial obligation such as paying suppliers and employees managed effectively
 - Extensive research on growth opportunities ensured at all times.
- Operation expansion such as seeking new markets and upgrading technology carried out as and when required through improvement of cash flows

2. Delinquency rates reduced effectively

- Proactive follow up executed at all times
 - contact person constantly liaised with on overdue payments and ensuring it is paid in a timely manner
 - payment plans negotiated to ensure a timely payment is executed.
- Collection carried out in accordance with company policies in order to minimize financial losses and enhancing creditworthiness to avoid bad debts records
- Customer awareness and education carried out as and when required
 - fostering prompt payments by engaging in efficient discussion with customers on payment procedures.

3. Professional Customer Relationship

- Inquiries addressed in a professional manner and ensuring a strong relationship is maintained
 - portray the organization values while handling customer issues
- Robust Credit transactions carried out
 - resolve disputes at ground level and expedite payment processes ensures credit transactions are smooth and efficient, reducing friction and enhancing customer satisfaction.
- Customer feedback acknowledged accordingly

4. Robust Credit Management executed accordingly

- Potential risks identified early by engaging in regular analysis of credit data and trends
 - provision of efficient actionable recommendations to management
- Compliance with internal credit policies and external regulatory requirements successfully executed
 - updated with industry regulations and best practices
- Regular reports on accounts receivable aging and collections performance drafted and submitted successfully.

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Commercial Focus	Optimize the commercial viability of the organisation.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.
People	
Problem Solving	Develop practical solutions to a situation.

Competence	Description
Negotiation	Reach agreement through discussion and compromise.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Financial Application	Apply financial principles and practices.
Mathematical Reasoning	Apply mathematical reasoning.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Accounting and Finance, Business Administration	or related fields

Work Knowledge and Experience

Proven experience as a credit officer or similar role, preferably in the service industry.

Strong analytical skills with the ability to assess financial data and make sound credit decisions.

Excellent communication and negotiation skills for interacting with customers and internal stakeholders

Knowledge of credit risk management principles and practices.

Attention to detail and ability to work independently under minimal supervision

Proficiency in using accounting software – Sage Accounting and Microsoft Office applications (preferred).

Requirements

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
No interactions found.		

Attributes

No attributes found.

How To Apply

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Contact for Enquiries

Contact Name: Elizabeth Cama

Contact Email: elizabeth@maxumise.com

Further Contact Information: --

Closing Date: 02 Nov 2024