

JOB DESCRIPTION

Job Title: Senior Collector	Report To: Accounting Manager
Location: Raintree Building	Date: September 2020
<p>Purpose of role:</p> <p>Locate and notify customers by mail, telephone, or personal visit to follow up outstanding payment. Duties include receiving payment; preparing statements to finance & accounting and sale department if customer fails to respond; initiating repossession proceedings or service disconnection; resolving disputes with customers/tenants; and keeping records of collection and status of accounts.</p>	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Review and monitor customer account recorded by sale team during sale lead and update account information if required • Keep records of customer interaction and file documents by recording times and dates that contact has been made and noting information that customers have received about their due amount • Record information about financial status of customers and status of collection efforts using computers and a variety of automated systems • Advise/explain customers clearly on the various payment options • Investigate historical data for each due amount or bill and monitor customer accounts to identify overdue payment • Resolve billing and communicate with customers to pursue the timely collection of outstanding payment • Consult with customers by telephone or in person to determine the reasons for overdue payments and advise customers of necessary actions and strategies for debt repayment • Arrange for debt repayment or establish repayment schedules, based on customers' financial situations • Report on collection activity and accounts receivable status to Line Manager • Deliver consistent and superior customer service excellence by providing timely and accurate responses to address customers' questions and concerns • Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution • Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution • Attempt to persuade customer to reconsider cancellation • Process payments and refunds • Elevate new product, scheme or customer's need to line manager for better improvement of the existing products • Maintain daily cash collection, issue receipt, and reconcile in compliance with internal cash management policies and procedure 	

Competencies:

- Very strong communication skill in both Khmer & English
- Strong negotiation skill and organizational skills
- Very good leadership, confident and strong presentation skill
- Very creative, self-motivated and result driven
- Work very well both independently and as a team
- Able to work under pressure
- High commitment and willing to learn
- Very helpful, punctual, and patient

Qualifications and Experiences:

- University graduate in related field
- Good business understanding, able to identify key business drivers and an enquiring mind.
- At least 2 years of experience in collections and customer service