

Collections Officer

Job Overview

- Act with due diligence and the utmost confidentiality in the discharge of duties
- Review all aged Accounts Receivable reports with the Finance department to prioritize communication with customers
- Prepare correspondence to be sent customers (demand letters, emails, customer aged statements) and resolve any conflicts the customer has
- Building sound relationship with customers to ensure payments are received for outstanding amounts
- Interact with Legal on any non-collection issues that have had its due process
- Support both internal and external audits (as necessary)
- Provide customer support on billing issues and actively ensure that receivables are within the targeted days sales outstanding
- Provide centralized control checks and balances • Generate receivable reports as required and ability to provide timely analyses of outstanding sums
- Provide support to the business on customer requests relating to billings and collections

Job Requirements

Bachelor's degree in business management or equivalent

- 1-2 years relevant work experience in Accounts Receivable and Collections
- Strong analytical skills
- Good knowledge of MS Office (especially Excel) and can easily adapt to new IT tools
- Ability to work under demanding deadlines, flexible, communicative and ability to work in teams
- Good relationship building skills with team and customers
- Excellent written communication skills and ability to professionally communicate with customers (verbally and written), to ensure invoices are paid on time and customer queries are answered in a timely manner.

All interested applicants are required to apply via

Email: erlisianny.adelina@swissport.com

Unsuitable applicants will not be considered