

- Position Title: Assistant Manager – Accounts Receivable
- Department: Finance & Accounts
- Years of Experience: 5-6 years
- Business Unit: Finance & Legal
- Band: B
- Location: Mumbai
- Reporting: Manager – Commercial Finance
- Span of Control : 2
- Number of Direct Reportee: 3
- Position Description: This position is primarily responsible for ensuring customer account management, ensuring proper invoicing within standard policies reflective of the customer's requirements. The position will at times be required to interface with operational managers, sales teams as well. Responsible for managing the company accounts receivable process and function in a professional and knowledgeable manner. This position directs and oversees the daily management of the accounts receivable staff and cell team and processes associated with the payment of invoices, ensuring the accuracy of the entire process as it relates to customer collections, processing of sales orders, delivery, invoices and communication with customers. This position ensures company policies and procedures are being adhered to as they pertain to accounts receivable.
- Working Conditions:
 1. This is a full-time position, and hours of work and days are Monday through Friday, 8:30 a.m. to 6 p.m.
 2. This position requires some travel across India.
 3. Working Saturdays sometimes
- Job Experience: Minimum 5-8 years of high volume A/R experience with at least two years of supervisory experience in Foods or FMCG industry or related industry.
- Job Qualifications:
 1. MBA in Finance from a reputed institute
 2. CA would be an added advantage
 3. Any other advanced diplomas would be an added advantage
- Functional/Technical Skills:
 1. MS Office Suite
 2. Accounting Software
 3. Accounting & Finance
 4. GAAP
 5. Auditing
- KEY COMPETENCIES:
- Customer Focus: A commitment to customer satisfaction
 1. Consistently places a high value on customers and all issues related to customers

2. Objectively listens to, understands and represents customer feedback
 3. Anticipates customer needs and develops appropriate solutions.
 4. Meets all promises and commitments made to customers
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 - Results Orientation : The ability to identify actions necessary to complete tasks and obtain results.
 1. Maintains focus on goals
 2. Identifies and acts on removing potential obstacles to successful goal attainment
 3. Implements thorough and effective plans and applies appropriate resources to produce desired results
 4. Follows through on all commitments to achieve results
 - Constructive Collaboration : Works cooperatively, with a positive attitude with others to achieve common goals. Treats others with dignity and respect and maintains a friendly demeanour; values the contributions of others.
 1. Builds and sustains a trust relationship with each member of a team within unit or organisation
 2. Addresses conflicts or issues creatively and in a positive and open manner.
 3. Capitalizes on diverse skills and ideas.
 4. Discards personal agenda to cooperate with other team members, within unit or organisation in meeting objectives.
 - Leading & Developing Others : The capacity to organize others in such a way that inspires trust and motivates people toward a common goal. The desire to help others expand their talents and potential.
 1. Inspires others with a compelling vision
 2. Empowers others to accomplish common goals
 3. Represents a positive, motivational example for others to emulate in becoming leaders
 4. Supports others through providing clarity, direction, organization and purpose
 5. Strongly advocates for the growth and development of others
 6. Devotes appropriate time to training, coaching and developing others
 7. Regularly follows up and holds others accountable for their performance
 - Planning & Organising : The ability to establish a process for activities that lead to the implementation of systems, procedures or outcomes.
 1. Defines plans and organizes activities necessary to reach targeted goals
 2. Organizes and utilizes resources in ways that maximize their effectiveness
 3. Implements appropriate plans and adjusts them as necessary
 4. Consistently demonstrates organization and detail orientation

Roles & Responsibility:

1. 1. Primarily responsible for all customer and receivable related processes of the Company.
2. 2. Complete responsibility for end to end invoicing process i.e. process compliance for raising Sales orders, accounting of goods dispatched/services received across distribution channel, accounting of invoices/debit/credit notes within due process and SLAs.
 1. a. Escalation of sales returns, leakage damages, excessive billing, overdue transactions/non-compliant transactions.
 2. b. Ensuring proper accounting of schemes, claims and trade marketing spends payable to customers.
 3. c. Ensuring credit norms are adhered to and any exceptions are following proper process.
 4. d. Ensuring provisioning of costs on monthly basis for book closure.
 5. e. Checking of contracts– signed copies to be received and kept on records (particularly modern trade).
3. 3. Complete responsibility of managing SLA with outsourced partner handling the transactional operations.
 1. a. In time resolution of escalations, timely exception handling and ensuring governance process with outsourced partner.
 2. b. Review of SOPs regularly, ensuring 100% compliances with the requirements.
 3. c. Incorporating new processes with them and successful transition with zero business disruption.
4. 4. Complete responsibility of ensuring tax (TDS, GST) and statutory compliances on all receivables of the company.
 1. a. Ensuring new transactions are accounted properly and adequate changes/modifications are done in SOP/functional communications to avoid any disruption with customers/parties.
 2. b. Ensuring new statutory requirements/taxes/regulatory changes are done on time as required within time with no disruption with vendors/parties.
 3. c. Responsibility for review of customer masters and ensuring adherence to process/policies.
 4. d. Responsibility for obtaining balance confirmations on regular basis for customer a/c reconciliations and audit purposes.
 5. e. Responsibility for ensuring period end provisions/open transactions/off balance sheet issues are accounted well.
5. 5. Complete responsibility of operations of cell management team -
 1. a. Ensuring proper onboarding of cell related issues, recording and adhering to agreed TATs for closing of issues reported.

2. b. Establishing adequate interfaces/ cross function alignment to ensure issues raised by field are resolved with a sense of urgency.
 3. c. Ensuring proper feedback loop both inbound and outbound to continuously improve process.
6. 6. Ensure authority matrix is followed as per policy.
 7. 7. Responsibility for record retention and submission as per audit/other requirements. Ensuring authority matrix followed and deviations are appropriately ratified.
 8. 8. Develops, implements and maintains systems, procedures and policies, including accounts receivable functions to ensure adherence to company guidelines.
 9. 9. Manages monthly closing of financial records and posting of month end information; ensures accuracy of financial statements.
- Meeting Standards : The ability to perform work according to precise specifications.
 1. The ability to see and understand the standard requirements established for a job, and their commitment to meeting them.
 2. The ability to focus the appropriate amount of attention to achieving pre-set standards.
 3. The capacities of quality orientation, and a person's focus on structure and order.
 - Attention To Detail : The Ability to see and pay attention to details. Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time. The ability to see and understand the standard requirements established for a job, and their commitment to meeting them.
 1. Vigilantly watches over job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
 2. Is thorough in the execution of job responsibilities.
 3. Defines each job function at its most elementary level and be sure that each of the functions is properly completed.
 4. Sets up and/or implements procedures to ensure high quality of work; monitors the quality of work; verifies information.