



Job Profile

Accounts Receivable Manager

Job Details

Job Title	Accounts Receivable Manager
Historic Job Title	Accounts Receivable Manager
Date Reviewed	2025-06-30
Location	Graaff-Reinet

Position in Organisation

Structural Unit	Finance (Shared Services)
Position Being Evaluated	Accounts Receivable Manager
Direct Line Manager	Financial Manager (Shared Services)
2nd Line Manager	Financial Director
Direct Subordinates	Accounts Receivable Clerk Client Service Clerk

Position Description

Overall Purpose of the Job

To manage the effective running of the accounts receivable function to ensure timeous and accurate payments from debtors.

Qualifications *(Formal Qualification Required)*

Minimum

- Degree in Finance / Accounting (NQF Level 7)

Ideal

- None

Legal *(e.g. Driver's License, etc.)*

Minimum

- None

Ideal

- None



Experience *(Minimum Experience Required and number of years)*

Minimum	Minimum time spent in job
Experience in finance, accounts payable and/or accounting, including 2 years of Supervisory or Management experience	5 years

KPA / Main Outputs and Responsibilities for this Position

The statements below are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all the responsibilities and activities required of the position.

KPA / Main Outputs and Responsibilities for this Position	Prepared Description	Weighting / Time Spent
Customer Accounts	- Review the accuracy of <i>Customer Retail Applications</i> - Approve <i>Credit Limits</i> based on the outcome of <i>Credit Checks</i> and recommend credit limits to the Financial Manager (Shared Services) for clients outside their own limit of authority - Manage and update <i>Customer Profile Master Data</i> - Calculate and capture <i>Rebate Credits</i> on the system - Prepare monthly <i>Rental</i> and <i>ad hoc Sales Charge Invoicing</i> - Calculate <i>Interest</i> due on outstanding accounts - Prepare <i>Customer Statement Run</i> (including <i>Interest</i> and <i>Rebates</i> where applicable) - Manage <i>Staff Customer Accounts</i> - Manage <i>Bad Debt</i> in accordance with the <i>Company Policy</i> on <i>Customer Ageing Range</i> and <i>Credit Parameters</i> - Complete <i>Recons</i> on escalated <i>Customer Account Requests</i> - Prepare the uploading of <i>Statements</i> on designated <i>Retailer Portals</i>, where applicable, e.g. <i>Pet Shop Science</i> and <i>JD Group</i> - Review and approve or authorise <i>Customer Requests</i> pertaining to <i>Payment Terms</i> - Attend to escalated <i>Customer Queries</i> - Ensure all open <i>Sales Orders</i> and unprocessed <i>Return Orders</i> are addressed by month-end to ensure accurate account balances prior to sending <i>Statements</i>	30%
Products and Pricing	- Assign and maintain <i>Customer Assortment</i> on the <i>Web Shop</i> module in order to make specific products visible on the <i>Montego Portal</i> - Complete <i>Trade Agreements</i> in the <i>ERP</i> system for the correct allocation of the pricing group and <i>Stock-keeping Unit (SKU's)</i> for a specific date range - Update <i>Sales Prices</i> on open <i>Sales Orders</i> over a price increase period in accordance with Business Rules when required - Prepare the <i>Price File</i> upload on the supplier website for <i>Business-to-Business (B2B)</i> Retailers. Resolve queries pertaining to <i>B2B Orders</i> and pricing. Complete the <i>User Acceptance Testing</i> on the integration system or platform - Update the <i>Montego Portal</i> with the revised product by completing a <i>Product</i> and <i>Customer Index Rebuild</i> on the <i>Montego Portal</i> - Respond to queries pertaining to the <i>Web Shop's Product Visibility</i> - Allocate <i>SKU Codes</i> and <i>Product Descriptions</i> for Contract Manufacturers - Allocate <i>Report Orders</i> on all released products	30%



KPA / Main Outputs and Responsibilities for this Position

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Promotion Management	- Review and approve <i>Promotions</i> to be activated on the system - Pre-create <i>Promotional Types</i> in the <i>ERP system</i> and allocate them to the relevant <i>Financial Dimensions</i> for free stock and rebate purposes - Setup of <i>Coupon Promo</i> functionality on the <i>Montego Portal</i> as well as the <i>ERP system</i> - Manage the <i>Master Data</i> of the <i>Promotions Management Module</i> - Complete the <i>User Acceptance Testing</i> on the integration system or platform when changes are made	10%
Banking	- Manage the effective functioning of the <i>Banking Process</i> and system. Resolve any <i>Banking Mismatched Rules</i> and contact the third-party system vendor for unresolved issues - Complete the <i>User Acceptance Testing</i> on the integration system or platform when any customisation or deployment is required	10%
People Management	- Manage the attendance and performance of direct reports and monitor adherence to expected standards - Offer guidance and support with the execution of their daily activities, and if required, take appropriate <i>Disciplinary Action</i> - Provide direct reports with opportunities for growth and development through on-the-job training and feedback to perform optimally in their roles - Participate in the selection and appointment of new team members - Conduct regular meetings and promote open and ongoing communication with the team - Approve the leave of direct reports and manage overtime where applicable - Live and demonstrate the <i>Company Culture</i> by regularly communicating and applying the six (6) themes in the workplace	20%

Competencies (*Skills and Behaviour Attributes*)

Please note: The norm in the industry is to not have more than 7 Skills and Behavioural Attributes per job profile.

Skills
- Management - Proficient in the <i>Microsoft Dynamics 365 ERP system</i> - Proficient in <i>MS Office</i> - Advanced <i>Excel</i> - Reconciliation of accounts - Communication - Providing guidance to clients on the <i>Montego Portal</i>



Behavioural Attributes

- Accurate
- Attention to detail
- Decisive
- Sense of urgency
- Assertive
- Approachable

Knowledge

- Understanding of *Financial Legislation, Policies and Procedures*
- Understanding of the *ERP system*
- Knowledge of the *Montego Portal*
- Knowledge of *Returns Policies and Procedures*
- Knowledge of *Financial Policies and Procedures*

Special Requirements

- The Employee can be required to perform additional tasks over and above the primary tasks for which he/she is employed.
- Duties will be based on your specific skills and capability level and in accordance with operational requirements.
- Operational requirements may require you to carry out work that is to be done without delay and outside of your normal working hours.

Participants

Input Participants

Participant Name	Participant Designation
Lynnette Grobler	Accounts Receivable Manager
Andre van Deventer	Financial Manager

Completed By

Name	Title
Christine van Rensburg	21 st Century Executive Consultant