Job Profile

Accounts Receivable Clerk

Job Details

Job Title	Accounts Receivable Clerk
Historic Job Title	Accounts Receivable Clerk
Date Reviewed	2025-06-30
Location	Graaff-Reinet | Cape Town | Centurion | Durban

Position in Organisation

Structural Unit	Finance (Shared Services)
Position Being Evaluated	Accounts Receivable Clerk
Direct Line Manager	Accounts Receivable Manager
2nd Line Manager	Financial Manager (Shared Services)
Direct Subordinates	None

Position Description

Overall Purpose of the Job

To manage and enhance the accounts receivable function by ensuring accurate invoicing, proactive credit management, customer relationship management, and efficient reconciliation of financial records. This role supports the company's cash flow and credit risk management objectives through advanced reporting, process optimisation, and compliance with internal policies.

Qualifications *(Formal Qualification Required)*

Minimum

- Grade 12 (NQF Level 4)
- Financial Diploma or equivalent – (NQF Level 5 or an Equivalent Qualification)

Ideal

- B.Com Degree or equivalent

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
• Financial/Accounting experience in debtors and stock	3 years
• Customer service experience	2 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
Invoicing / Credit Notes and Reconciliations	Manage *Invoicing, Credit Notes,* and *Reconciliations,* ensuring accuracy and compliance with *Credit Policies* **Invoicing** • Check that *Client Orders* are within agreed *Credit Terms* and *Credit Limit* before processing orders • Communicate *Order Rejections* due to *Credit Breaches,* providing actionable feedback • Proactively manage *Credit Accounts* and process orders promptly when funds become available • Manage *Co-op Orders* by confirming from their systems and resolving *Rejected Lines* or *Stock Return Claims* **Credit Notes** • Process *Returns* in line with Company Policies, ensuring accuracy and proper authorisation • Communicate reasons for *Credit Note Rejections* and capture *Claim Numbers* for Co-ops and Super Retailers **Reconciliations** • Conduct and finalise monthly *Account Reconciliations* • Investigate and resolve *Variances,* requesting *Remittances* as necessary and providing client feedback	40%
Customer Age Analysis	• Monitor *Customer Payment Behaviors,* mitigate *Overdue Accounts,* and provide *Strategic Feedback* to Management • Monitor and manage *Aging of Accounts Receivable* to ensure compliance with the Company's *Credit Policies* • Send reminders and communicate *Payment Terms* and the c*onsequences of Late Payments* • Follow up on *Overdue Payments,* document reasons for delays, and escalate issues to the Accounts Receivable Manager with actionable recommendations	15%
New Account Applications and Credit Checks	• Maintain and improve *Credit Approval Processes* and ensure accurate *Customer Data Management* • Review new *Account Applications* for completeness and accuracy • Perform *Credit Checks* and provide recommendations for *Credit Limits* and terms to the Accounts Receivable Manager • Set up approved customer accounts in the *ERP system* and *Customer Portal* • Conduct periodic *Credit Reviews* for existing accounts, updating limits and terms as necessary • Maintain and update *Customer Profiles* in line with *Company Policies*	5%

Banking and Payment Reconciliation	• Prepare *Banking Files* for *ERP uploads* • Perform *Mapping* and *Re-Allocations* as required for *Reconciliations* • Post *Customer Receipts* and *Bank Statements* after completing *Banking Worksheets* • Investigate and resolve *Unallocated Payments* or *Discrepancies* through accurate *Journal Entries* • Collaborate with Creditors and other Departments to ensure accurate *Payment Postings*	10%
Customer Service and Relationship Management	• Proactively resolve *Customer Queries* while fostering a strong Business Relationship • Act as the *Primary Point of Contact* for *Customer Queries,* providing professional and timely responses • Resolve or escalate unresolved issues while maintaining regular updates to customers and internal stakeholders • Process and distribute *Customer Statements*, ensuring clarity and accuracy • Foster positive relationships with customers to support smooth Accounts Receivable Operations	15%
Rebates & Promotion Management	Administer rebate and promotional activities to support *Sales* and *Financial Targets* **Rebates** • Calculate and process monthly/quarterly *Rebates* and *Payment Discounts* using the *Rebate Management System* **Promotion Management** • Approve *Promotional Requests* and ensure the accuracy of *Promotional Discounts* • Prepare and process *Promotion-related Transactions,* ensuring compliance with Company Policies	15%

Competencies *(Skills and Behaviour Attributes)*

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

Skills

- **Technical Expertise:** Proficiency in *ERP systems*, *Credit Management*, and financial *Reconciliation Processes*
- **Strategic Thinking:** Ability to assess *Credit Risks* and recommend actionable solutions to improve cash flow
- **Communication:** Strong interpersonal skills for effective client interaction and conflict resolution
- **Attention to Detail:** Ensures high levels of accuracy in *Invoicing*, *Reconciliation*, and *Account Maintenance*
- **Analytical Skills:** Skilled in data interpretation for *Ageing Analysis*, *Rebates*, and *Promotional Impact Evaluation*
- **Process Improvement:** Identify inefficiencies in *Accounts Receivable Processes* and suggest improvements for enhanced operational efficiency
- Providing guidance to clients on the *Montego Portal*

Behavioural Attributes

- Sense of urgency
- Accurate with attention to detail
- Reliable
- The ability to analyse situations and to arrive at the best possible solution

•	*Customer Service* orientation and dealing with challenging clients
•	Time management

Knowledge	
•	Knowledge of *Debtors* and *Creditors*
•	Understanding of *Credit Checks, Credit Terms* and *Limits*
•	Understanding of *Customer Accounts*
•	Understanding of the *Montego Portal*
•	Knowledge of *Credit Checks, Ratings* and *Limits*
•	Understanding of the *Retail Application Process*

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
Susan Petit	Accounts Receivable Clerk
Bianca Oberholzer	Accounts Receivable Clerk
Lynnette Grobler	Accounts Receivable Manager

Completed By	
Name	Title
John Preston	Financial Director