



VACANCY

Title: Debtors Manager

Location: Remote

Job Type: Full-Time

Purpose of the role

We have an excellent opportunity for an experienced, driven and ambitious Debtors Manager at our Newlands, Cape Town office. You must have a can do attitude and is willing to join this fantastic team.

Key Duties and Responsibilities

Policy and Procedures

- Ensure that the credit and billing policies are developed for approval, communicated to operational divisions, and adhered to.
- Ensuring uniformity in customer naming conventions and confirming accuracy of beneficiary banking details.

Debt Collection Management

- Develop and implement debt collection strategies to reduce outstanding debts and improve cash flow.
- Review and monitor debtor accounts to identify overdue invoices and delinquent accounts.
- Contact debtors via phone, email, and mail to negotiate payment plans and resolve outstanding issues.
- Maintain accurate records of debtor communications and payment arrangements.

Billing

- Ensure that correct billing occurs and that all discrepancies and irregularities are analysed and rectified.
- Drive and oversee billing process.

Dispute Resolution

- Investigate and resolve customer disputes related to billing or payment discrepancies.
- Collaborate with relevant departments to address and rectify issues affecting debt collection.

Reporting and Analysis

- Prepare and present regular reports on debtor accounts, aged debt analysis, and collections progress to senior management.



Team Leadership

- Supervise and support a team of debt collection specialists.
- Provide guidance, training, and motivation to ensure team targets and KPIs are met.

Relationship Management

- Build and maintain strong relationships with clients, internal stakeholders, and external collection agencies.
- Collaborate with sales and customer service teams to address customer issues and facilitate timely payments.

Adhoc

- Assist with annual audit, provide auditors with relevant information to verify accounts.
- Ad hoc duties as required.

Key Minimum Required Qualifications

- Proven experience in debt collection and debtor management, ideally in a supervisory or managerial role.
- Strong negotiation and communication skills to effectively engage with debtors and resolve issues.
- Leadership and team management abilities.
- Excellent organizational and time management skills.
- Attention to detail and accuracy in record-keeping.
- Strong problem-solving skills and the ability to work under pressure.
- Customer-oriented mind-set with the ability to maintain positive client relationships

Qualifications

- Min post-Grade 12 Qualification, ideally Diploma in Credit Management.
- Credit Management III preferred.
- 7 -10 years with 5 years managing a team.