



Evolve HR invites applications for the position of **Billing & Collection Officer** for its client based in Karachi.

Level: Executive

Designation: Executive billing & collections

Salary range: 50K to 65K

Education: Min Graduate (finance background preferred)

Experience: 2 to 3 year of experience (with at least 1 year of billing experience)

Location: Karachi – Head office

Billing Responsibilities

- *Prepare customers' bills and mail to customers.*
- *Review invoices to identify any errors before invoice delivery.*
- *Compile and maintain documents and records of all billings.*
- *Process and monitor bills related credit memos.*
- *Initiate and establish new procedures in billing tasks.*
- *Improvise existing billing procedures to avoid recurrence of errors.*
- *Update all billing procedures.*
- *Monitor online payments, credit card or bank transfer payments.*
- *Handle billing inquiries from the customers.*
- *Manage aged bills and inform customers regarding payments.*
- *Maintain and update customers' database.*
- *Prepare monthly or periodic reports of all billings.*
- *Assist the accounts department in preparing account statements and financial reports.*

Collection Responsibilities

- As a collections/arrears/debt recovery officer you will be responsible for recovering outstanding debt from our customers
- Review accounts that are behind on their payments to determine appropriate action
- Contact customers to collect overdue payments
- Answer customer enquiries
- Adhere to appropriate timescales and regulatory requirements to ensure rehabilitation of customer accounts
- Achieve monthly targets and Key Performance Indicators
- Liaise with sales and operation teams to resolve customer queries/complaints

This is not an exhaustive list and you will be expected to perform other duties within the Finance team.

Skills & Education Required:

ATTRIBUTE	ESSENTIAL
QUALIFICATION	<ul style="list-style-type: none"> Minimum Graduation
EXPERIENCE	<ul style="list-style-type: none"> Minimum of 4 years' experience in a similar role Excellent interpersonal skills Versatility, flexibility, passion and commitment to quality service delivery.
KNOWLEDGE & SKILLS	<ul style="list-style-type: none"> Excellent numeric skills Able to follow processes and recommend improvements Computer literate including a good knowledge of Excel and Word
PERSONAL QUALITIES	<ul style="list-style-type: none"> Excellent verbal and written communication skills, able to relate to individuals on all levels Strong telephony skills Negotiation and persuasion skills Demonstrate effective use of own initiative in pressured situations Ability to prioritise and work to deadlines Calm and resilient under pressure Good attention to detail

- Telephone Skills: Must be able to exercise telephone courtesy and skills when dealing with customers.
- Knowledge of Business Environment: Must understand local and global dynamics of the business environments facing customers.
- Customer Service Skills: should be able to exercise high level of customer care and service.
- Computer literate with proficiency in MS office and graphic applications. Personal attributes
- Performance Oriented: appreciates being measured and applying maximum professionalism in providing customer service.
- Personal Ethics: Must be honest, fair and just with self and others, and demonstrates integrity in work and business contacts.
- Decisive and Independent: Ability to operate on own, consult and clarify where necessary and make informed decisions.

- Interpersonal Skills: Must be a people's person with ability to interact with both internal and external customers
- Negotiation Skills: Must be a hard negotiator, with excellent convincing approaches especially with customers whose accounts are in arrears.
- Communication Skills: Excellent written and verbal communication skills.

Please send in your applications in **MS Word Format only** on careers@evolvehr.org latest by **15 March 2020.**