SABS South African Bureau of Standards	Role Profile Checklist			
	Author:	Specialist: OD SABS	**Issue Date:**	July, 2021
	Approver:	CFO	**Review Date:**	July, 2024
	Profile Name:	Clerk: Collections	**Issue No:**	1

ROLE PROFILE

PROFILE INFORMATION			
JOB TITLE	Clerk: Collections	**GRADE**	P10
DIVISION	Finance		
SUB DIVISION	Financial Reporting - Credit Management		
LOCATION	Pretoria		

PURPOSE STATEMENT

To collect outstanding debt from the SABS customer base pertaining to overdue customer ledger portfolios and ensure that all statutory and legislative requirements relating to Collections are adhered to.

ROLE RELATIONSHIPS WITHIN THE ORGANISATION

2ND LINE MANAGER (2ND LEVEL)	Manager: Credit Management
1ST LINE MANAGER (1ST LEVEL)	Supervisor: Collections
ROLE	Clerk: Collections
SUBORDINATE (1ST LEVEL)	None
SUBORDINATE (2ND LEVEL)	None

Employee's Initials

Manager's Initials

ROLE CONTENT

The following list of Key Performance Areas (KPA) and activities are not exhaustive. SABS may instruct the employee at any time to carry out additional duties or responsibilities, which may fall reasonably within the ambit of the job, or in accordance with operational requirements.

KPA: What the area of responsibility includes

Role Activities: What activities and related outputs that are required to implement the KPA

Weight: What amount of time is reasonably spent on the implementation of the KPA

KEY PERFORMANCE AREA	ROLE ACTIVITIES	WEIGHT
Functional Management	• Collect outstanding debt from the SABS customer base pertaining to overdue customer ledger portfolios. • Contact customers via written and verbal communication and achieve minimum set departmental targets (i.e. ensuring high levels of ledger coverage). • Advise management of possible bad debt occurrences. • Review own ledger portfolios and ensure workload is prioritized accordingly to ensure departmental collections targets are maximized. • Refer disputes/complaints to internal stakeholders for resolution and provide advice to internal stakeholders if dispute is credit management related (i.e. duplicate invoices, incorrect statement of account, etc.). • Follow-up with line management and external customers regarding dispute resolution and monitor progress accordingly. • Compile debt status reports as requested by management.	70%
	• Provide information on account status within own ledger portfolio for compilation of monthly reports by management. • Archive all verbal and written communications and documentation in relevant databases accordingly.	
	• Assist in optimising the functional budget in consultation with the Supervisor: Collections. • Ensure adequate stakeholder consultation is undertaken at all stages of request fulfilment. • Ensure that due protocols and professional customer service is delivered at all times.	
Risk and Compliance Management	• Assist in identifying and adhering to fraud controls, risk prevention principles, sound governance and compliance processes, and tools to identify and manage risks. • Support and provide evidence to all internal and external audit and regulatory requirements. • Maintain quality risk management standards in line with ISO and regulatory requirements. • Maintain and enforce all related Service Level Agreements to minimise business risk and ensure business continuity.	15%

Employee's Initials

Manager's Initials

	• Adhere to all relevant laws, policies and Standard Operating Procedures throughout the organisation. • Review related Standard Operating Procedures in consultation with leadership to ensure business optimisation.	
Stakeholder Management	• Build and maintain effective internal and external stakeholder relationships for the purpose of expectations management, knowledge sharing and integration, and to manage the organisation's reputation. • Represent and participate in the organisation's committees and tasks teams when required. • Convene and attend meetings and present relevant information stakeholders when required. • Ensure efficient communication to all Financial Reporting and other Finance team members. • Ensure the provision of excellent customer service. • Resolve queries and problems within span of control and within agreed time frames. • Follow up on unresolved queries, complaints where required. • Liaise with relevant stakeholders regarding follow-up of information, as required.	15%

ROLE REQUIREMENTS	
QUALIFICATIONS AND SPECIAL CERTIFICATIONS/REGISTRATION	
REQUIRED	**NQF LEVEL**
National Diploma / Diploma in Finance, Credit Management, Accounting or a related field	6
EXPERIENCE	
REQUIRED	**LEVEL: Operational Level, Supervisory Level, Managerial Level, Senior Managerial Level, Executive Level**
3 years relevant work experience in a credit management environment	Operational Level
Must have experience working with ledger portfolios between R 10m - R 20m with a customer volume of 1000 – 2000 accounts	Operational Level
Experience in working with ledger portfolios across multiple industry sectors and/or company sectors is essential.	Operational Level
KNOWLEDGE AND SKILLS	
REQUIRED	**LEVEL: Entry Level, Intermediate Level, Advanced Level, Expert Level**
Relevant legislation and regulatory frameworks	Intermediate
Risk Management practices and principles	Intermediate

Business Acumen	Advanced
Credit Management principles	Advanced
Collection processes and procedures	Advanced
ERP System	Intermediate

RELEVANT LEGISLATION AND REGULATORY FRAMEWORKS

REQUIRED	DESCRIPTION
Communication	Conveys knowledge and credibility with effective structuring of ideas, opinions and information, in writing and speaking. Listens carefully to the content of information being conveyed; asks clarifying questions to ensure understanding of others' messages.
Results Orientation	Demonstrates a positive attitude while focusing on completing tasks or goals. Delivers quality results on time.
Customer Focus	Works collaboratively with customers to determine their needs and identify appropriate solutions. Ensures that customers and decision makers are influenced.
Quality Focused	Follows established procedures reliably, and delivers work to defined standards of quality. Insists on thoroughness, timeliness, and accuracy of output.
Team Work	Leverages others' expertise, and shares information and best practices to optimize work results. Encourages others and offers guidance and support to others when assistance is required.
Personal Drive	Pursues achievement of goals with energy and enthusiasm. Seeks new experiences and challenges. Is aware of personal strengths and weaknesses and seeks self-improvement. Remains determined in the face of obstacles or pressure.
Planning and Organising	Establishes and uses effective procedures and systems to monitor and track activities to ensure successful achievement of goals and projects. Identifies and articulates potential risks or problem areas in plans.
Problem Solving	Demonstrates resourcefulness by exploring a range of alternatives and options to resolve problems. Quickly recognizes new problems and develops solutions within appropriate time scales.
Decision-Making	Uses available information to make balanced decisions and commits to a course of action within the necessary time frame.
Building Relationships	Frequently initiates and pursues professional relationships. Works well with others in achieving goals and building productive relationships.

APPROVAL OF ROLE CONTENT

Job Holder/ Incumbent: **Signature:**	**Manager:** **Signature:**

Date:	**Date:**