

# ROLE PROFILE

<b>Position Title:</b> Officer	<b>Reporting to:</b> Senior Supervisor Credit Control
<b>Business Unit:</b> Business	
<b>Division:</b> Business Operations & Services	<b>Department:</b> B2B Credit

## A. ROLE AND CONTEXT

<p><b>Purpose:</b> This role is responsible for end-to-end credit and collection activities, including follow up collections, credit vetting &amp; dunning recommendations, monitoring of customer accounts credit standings, account maintenances and ongoing review of customer credit-worthiness.</p>	<p><b>Functional Context:</b> Ooredoo's Business BU is a critical part of the company's first line customer facing activities for all Business Accounts and has a significant role to play in long term business value creation through product design, achievement of sales revenue, profit and customer satisfaction, as defined in the annual business plans. The Business Operations &amp; Services division is a major part of the company's first line business customer facing activities and has a significant role to play in both the achievement of customer satisfaction &amp; service delivery as defined in the annual business plans.</p>
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## B. ROLE ACCOUNTABILITIES

<ul style="list-style-type: none"> <li>• Works with clients to retain excellent relations while negotiating their payment plans.</li> <li>• Monitors aging accounts and reconcile open account balances.</li> <li>• Performs follow up calls on past due accounts and work out payment plans for past due accounts.</li> <li>• Determines and execute appropriate dunning actions, including issuing of progressive requests for payment of past-due accounts.</li> <li>• Determines action to take in collection of past due accounts, where normal collection procedures have been ineffective.</li> <li>• Completes documentation of collection efforts.</li> <li>• Follows up on payment disputes and documentation regarding credits with sales department to ensure credit memos are issued in a timely manner.</li> <li>• Prepares data showing credit activities analysis and status of accounts.</li> <li>• Determines customer credit-worthiness, analyze and interpret available information.</li> <li>• Makes recommendations for vetting of customers requesting new or extended credit lines and credit terms.</li> <li>• Maintains records on delinquent accounts and credit risks.</li> </ul>
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## C. SCOPE AND INTERACTIONS

<b>Direct Revenue Responsibility:</b> No <b>Direct Budget Responsibility:</b> No <b>Direct People Management Responsibility:</b> No	<b>Primary Interactions (Internal/External)</b>	
	<b>Internal Relationships:</b> Cross Functional	<b>External Relationships:</b> Vendors Business Partners Customers

## D. KEY PERFORMANCE INDICATORS (KPI)

<ul style="list-style-type: none"> <li>• Volume &amp; %Reduction in Days Debts outstanding</li> <li>• Volume &amp; % improvement in Cash Collections</li> <li>• Timely issue of management Reports</li> </ul>
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- Internal Audit Compliance Ratings
- Customer Satisfaction as measured by external survey

## E. EXPERIENCE, QUALIFICATIONS AND SKILLS

<b>Minimum Experience, Essential Knowledge &amp; Skills</b> 2 years' experience in a similar role. Experience in the Telecommunications industry, with specific experience in billing, collections and customer management	<b>Minimum Entry Qualifications</b> Bachelor's Degree in Business Administration or Marketing or Engineering <b>Preferred Certifications / Other Qualifications</b> Any Relevant Certifications
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<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>
BUDGETING & PLANNING	Intermediate	Customer Focus	Intermediate
RISK MANAGEMENT	Intermediate	Creative Thinking	Intermediate
CREDIT & COLLECTION	Advanced	Quality and Continuous Improvement	Intermediate
DISPUTE MANAGEMENT	Intermediate	Promoting Teamwork	Intermediate
POLICY MANAGEMENT	Intermediate		

  

<b>Competency Level (Reference Range)</b>	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>	<b>Expert</b>
	Low	>----->	>----->	>----->High