

## Job Description Order to Cash Supervisor - Haier

**Reports to:** Head of Order to Cash

### **Role Duties:**

Working for the Head of Order to Cash, the Order to Cash Team Supervisor will be responsible for the full order process from order receipt through to cash collection for a large group or channel of customers. To ensure smooth business operations the role includes the management of all aspects of the customer, order and invoicing process. The Order to Cash Team Supervisor will be expected to closely liaise with Finance and the Credit Management team to ensure deliveries and credit risk are optimized. Working closely with the sales teams, the role also includes responsibility for management of the sales conditions, e.g. prices/rebates and payment of any rebates due to customers.

### **Day to day responsibilities:**

- Management of a small team of Specialists
  - Daily processing of all orders received
  - Checking of order details, delivery location, prices, quantities
  - Booking of deliveries with customers
  - Invoicing
  - Checking product availability
  - Delivery/customer dispute resolution
  - Cash receipt posting and matching
- Manage customer and price files
  - Keep price files updated with information received from sales teams
  - Ensure all customer data is correct
  - Manage all promotional and target rebate conditions
- Agree and process all customer claims
  - Agree and process promotional debits
  - Agree and process rebate payments
- Liaise with Customers
  - Continual management and update of order, delivery and invoicing processes
  - Problem solving and dispute resolution of Order to Cash issues
- Liaise with internal colleagues
  - Working with sales and finance teams to ensure smooth operation of Order to Cash process
  - Working with supply chain and logistics to ensure customer demand can be fulfilled on time and in full
  - Provide feedback and analysis of issues and opportunities to support management control
  - Work closely with the Credit Manager to ensure deliveries and credit risk are optimized
- Any other ad hoc duties as required

### **Knowledge, Skills and Qualifications Required**

- Demonstrable experience of stakeholder management
- Supervisory experience
- Experience in a fast-moving business
- Strong communication skills, both written and verbal
- Customer focused
- Comfortable with interpreting financial information
- Ability to utilize Microsoft Office packages
- Intermediate Excel skills, including formulas and graph creation
- Experience of working within an Accounts Receivable/ Sales Ledger or Order to Cash team is desirable
- Experience of working with SAP is desirable
- Goal Orientated
- Problem Solver

### **Competencies:**

- Leading and Supervising
- Analysing
- Relating and Networking
- Delivering Results and Meeting Customer Expectations
- Coping with Pressures and Setbacks
- Adapting and Responding to Change
- Planning and Organising