

## Job Description Order to Cash Specialist

**Reporting to:** Order to Cash Supervisor

### Role Duties:

Working within a team of Order to Cash Specialists, the successful candidate will work with sales and logistics colleagues and the company's customers to ensure the smooth and effective processing of orders from receipt through delivery to cash collection. The successful candidate will be responsible for executing key activities of the Order to Cash Cycle, including update of prices, promotions and customer data, processing delivery and collection orders, checking product availability and order details, booking deliveries and resolving any customer queries to ensure on time payments from customers.

### Day to day responsibilities:

- Order to Cash activities
  - Daily processing of all orders received
  - Checking of order details, delivery location, prices, quantities
  - Checking product availability
  - Booking of deliveries with customers
  - Invoicing
  - Delivery/customer dispute resolution
- 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
- Process all customer claims
  - Process promotional debits
  - Process rebate payments
- Liaise with customers
  - Ongoing 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 Accounts Receivable Specialists ensure timely processing of any customer rebate monies, promotional support payments or delivery queries and to ensure that cash collections are optimized
- Any other ad hoc duties as required

### **Knowledge, skills & qualifications required:**

- A degree (or equivalent) in a finance related discipline and/ or experience of working within a finance or order processing role
- Experience in a fast-moving business
- Ability to use Microsoft Office packages, including a working knowledge of Excel
- Customer focused
- Proactive problem solver

### **Competencies:**

- Working with People
- Adhering to Principles and Values
- Delivering Results and meeting Customer Expectations
- Following Instructions and Procedures
- Achieving Personal Work Goals and Objectives
- Presenting and Communicating Information