

## JOB DESCRIPTION

### **JOB TITLE: Collections Manager - Americas**

<b>Summary of Job:</b>	<p>To manage all collections activities of our Americas customers in accordance with established policies, practices and procedures that preserving overall quality of accounts receivable by maximizing A/R turnover and minimizing risk of bad debts. The position is responsible to communicate and negotiate with customers to obtain payment on their debt; report on the performance of Americas collections and being aware of the potential changes to the payment schedules from our customers and liaise with internal stakeholders.</p>
<b>Reports to:</b>	<p>Head of Collections – Deputy CFO (Based in Asia)</p>
<b>Line Management Responsibility:</b>	<p>Outsources collection team (Genpact)</p>
<b>Location:</b>	<p>Houston, Texas</p>
<b>Key Tasks and Activities:</b>	<ul style="list-style-type: none"> <li>- Ensure that collection on time from our customers, reduce DSO and attain targeted levels set by Finance.</li> <li>- Manage collection activities include cash application, invoices dispatch, SOA preparation, reconciliation to improve cash flow of AR.</li> <li>- Work together with billing to ensure queries and discrepancies do not hinder timely collection.</li> <li>- Forecast monthly cash collections</li> <li>- Investigate and analyze delinquent accounts, being responsible for negotiating settlement agreement with customers. This may include solution generation through customer visits.</li> <li>- Provide information to credit risk team for credit review.</li> <li>- Make recommendations regarding bad debt provision or write-offs.</li> <li>- Hold frequent collections calls with internal/external relationships.</li> </ul>

	<ul style="list-style-type: none"> <li>- Perform regular review of policies and processes as well as look into system enhancement and process automation to improve operational efficiency</li> <li>- Assist legal team (internal and external counsel when appointed) to handle enforcement cases.</li> </ul>
<b>Area Covered:</b>	Americas Region
<b>Key Relationships:</b>	Deputy CFO and other regional collections manager Marketing and container sales Credit Risk Billing Legal Customer's AP department Liaison with shared service centre team in India
<b>Qualifications Required (if any):</b>	University degree or equivalent qualifications At least 5 years of collections experience with industry background
<b>Key Skills/Knowledge Required:</b>	Nuerate Proficient in Excel skills Excellent communication skills both written and oral Excellent interpersonal skills, meticulous and a team player SAP Knowledge
<b>Special Features/ Any Other Information:</b>	Ability to communicate in Spanish is a privilege Travel may be required for this position.