# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Accounts Receivable Assistant

# Department: Business Services

# Grade: [Single Status 5](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Accounts Receivable Team Leader

# Responsible for:

# Purpose of the Role:

The role of Accounts Receivable Assistant sits within the wider Accounts Receivable and Purchase to Pay Team delivering business administrations services to internal and external customers.

The Accounts Receivable function is responsible for the timely collection and allocation of income for the County Council. Providing excellent customer service and appropriate advice and guidance in relation to the collection and allocation of income.

You will be responsible for customer queries, collecting income and debt recovery of outstanding invoices.

# Key tasks:

1. Liaise with a range of customers by telephone, email and letter and provide information where necessary on the debt due to the council.
2. Raise timely and accurate invoicing for all debt due to the County Council in accordance with financial regulations and the County Council Income Policy.
3. Point of contact for queries and provide a high standard of customer service to ensure that queries are resolved satisfactorily and within a reasonable timescale.
4. Allocate income due to the County Council received via direct remittances, bank accounts, journals, internet etc.
5. Be proactive on the collection of overdue accounts, complete the associated SAP workflow, despatch reminders within agreed corporate timelines and prepare cases for legal recovery.
6. Work under the direction of your manager using polices to achieve targeted results, while promoting customer goodwill.

# PERSON SPECIFICATION

# Essential education and qualifications

* [QCF Level 2](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) qualification in Maths and English, or able to pass an assessment at interview.

# Essential key skills, abilities, knowledge, experience, values and behaviours

* High Levels of numeracy.
* Effective verbal and written communication skills.
* Ability to produce clear and concise correspondence.
* Ability to manage constant and conflicting demands, often to meet tight deadlines.
* Microsoft Office, In particular Outlook, Excel and Word.
* Dealing with customers with a variety of abilities.
* Working on own initiative and as part of a team.
* Experience of working in a job where accurate figure work is required.
* Innovative and self-motivated approach.
* Adaptable and flexible approach.

**Document version control:**

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Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |