

## **TERMS OF REFERENCE**

**Post:** Officer, Collections

**Reporting relationship:** Manager, Finance

**Gross Salary:** MVR 14,990

### **KEY RESPONSIBILITIES:**

1. Monitor customer accounts to identify overdue payments.
2. Follow up on customer collections.
3. Finding and contacting debtors to arrange debt payments.
4. Keeping accurate records and reporting on collection activities
5. Monitor accounts to identify outstanding debts.
6. Find and contact customers to ask about their overdue payments.
7. Process payments and refunds.
8. Resolve billing and customer credit issues.
9. Update account status records and collection efforts.
10. Report on collection activities and receivable status.
11. Undertake any other works of the corporation as assigned by the Head of Finance & Accounting Department.

### **REQUIREMENTS**

1. MQA level 7 or 8 qualification in Accounting / Finance or any other relevant field  
OR;
2. MQA level 5 or 6 qualification in Accounting/Finance or any other relevant field with minimum 1 year's overall experience in relevant field.

### **Skills and Competencies**

1. Should be able to communicate fluently in Dhivehi and English
2. Proficiency in Microsoft Office, especially Excel, will be an added advantage.
3. Proficiency in accounting systems such as Microsoft Business Central will be an added advantage.