

JOB DESCRIPTION

Job title	<i>Administration & Billing Manager</i>
Reports to (title)	<i>Client Account Manager</i>
Location	<i>Glasgow</i>
Department	<i>Client Services Team</i>
Key interface	<i>Colleagues, Managers, Clients, Customs, Accounts /Finance</i>
Hours / days	<i>Monday to Friday 09.00 – 17.30pm – 37.5 working hours per week - occasional voluntary overtime may be available/ required.</i>

Job purpose - General summary and scope

The Administration & Billings Manager is a key role in the operation’s function and is responsible for the smooth administration and customer service function for the client and the management of the end to end invoicing process. To complete billing and invoicing for operations department and send across to the client. To communicate with the clients regarding any discrepancies. To resolve client and supplier queries efficiently and to provide support to operations departments when required.

Key duties and responsibilities

- First point of contact for all client enquiries
- Responsible for logging, progressing and resolving client enquiries & concerns within agreed timeframes
- Producing client reports (KPI) in line with their requirements on a daily/weekly/monthly basis
- Ensuring the accuracy of invoicing for the company and its customers.
- Managing the accurate preparation of client's invoices to reduce errors
- The upload of customer rates and ensure they are accurate in the accounting system.
- Ensuring the completion of billing requirements to meet mid-month and month-end deadlines
- Liaising with internal and external stakeholders regarding billing issues and requests
- Identifying initiatives to improve the billing processes and procedures
- Updating the Financial Controller and other Managers regularly on any issues around processes and procedure



Intelligence Delivered

- Creating billing sheets for freight files according to client tariffs and SLA's
- Invoicing files out to clients as per the billing sheets
- Checking of invoices and back-up in files to establish accuracy and to flag any discrepancy
- Remittance of invoices and back-up to clients
- Daily analysis of cost reports to ensure correct invoicing
- Obtaining supplier invoices and accruing effectively within the system
- Resolving client queries effectively and efficiently
- Operational Support for all
- Customs entry compliance
- Monitoring and reporting Clients KPI's on Billing
- Run outstanding report of jobs left to be billed weekly and prioritise outstanding billing
- To complete month end reports for Customs Warehouse client
- Reconciling billing accounts to the general ledger
- Interfacing with the accounts receivable, credit/collections, and client purchasing departments

Qualifications and key skills required

Qualifications/ experience to include:

- Previously experience in Accounts Receivables/ billing (within freight preferred)
- Strong understanding of accounting practices and applicable legal requirements
- Excellent numeracy skills to handle complex billings
- Strong written and verbal communication skills
- Ability to prioritise and multitask in a pressure environment
- Excellent attention to detail
- Focus on providing excellent customer service to internal and external stakeholders
- Excellent time management and organisational skills
- Intermediate to advanced computer software skills, including Excel and other accounting or billing systems
- Flexible with working overtime to complete deadlines
- Able to meet strict deadlines and KPIs

KPI's

- Complete billing and invoicing within 7 days of shipment delivering

- Complete cost report checking daily and raise discrepancies as necessary
- Sending of invoices within 3 days of raising
- Complete all month end billing by deadline each month

Other Duties

- To apply and practice unit rules and regulations and comply with contractual requirements and handbook policies.
- To apply and practice Health and Safety instructions and regulations
- To apply all Statutory requirements as instructed
- Embrace, demonstrate and promote good customer service at all times
- Undertake a programme of personal development in line with the company process
- To protect and ensure the security of the building and the goods and items within it.
- Undertake any other duty deemed reasonable by your manager

Working conditions

Working conditions may include working with challenging clients, occasional out of hours work and in a highly targeted fast paced environment. The job holder is required to adequately manage themselves in an environment with the pressure of a fast paced and highly targeted work environment and to communicate any excessive pressure or other types of demands.

Physical requirements

This role requires particular physical attributes due to its nature and tasks. A standard of physical health and fitness is required i.e.:

- good vision, good hearing
- ability to get to the office location for specified working hours without company assistance
- Strong command of the English Language

Additional Information:

This job description sets out the current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.