**JOB DESCRIPTION FOR CUSTOMER/REVENUE COLLECTORS’ OVERSEER**

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| **POSITION TITLE: CUSTOMER/ REVENUE COLLECTORS’ OVERSEER** | **DEPARTMENT** |
| **REPORT TO: FINANCE OFFICER** | **COMMERCIAL** |

**Position Summary:** This position deals with the effective management of the general customer database of the company in relation to monitoring the collection of service payment of customers, addressing their immediate needs and expectations of the company in providing them with accurate information and satisfying their service needs.

**Essential Duties and Responsibilities**

To perform the job successfully, the Customer/ Revenue Collectors’ Overseer should observe the following responsibilities below:

* Report for duty at 8:30 a.m. prompt and finish work at 5:00 p.m.
* Update and maintain a detailed, effective and workable customer database for proper record keeping.
* Printing of a weekly customers’ work plan where all registered customers to be serviced are indicated.
* Maintain a daily update of the customers in all four zones.
* Ensure that no customer goes beyond two months without making payment for service rendered.
* Receive payments and update customers’ list to tally with the Finance Officer’s records
* Ensure that all customers’ payment records on receipt books match the actual amount received and the amount on the customers’ payment sheet.
* Produce an updated weekly, monthly, quarterly and annual payment status report of customers in relation to the percentage collected.
* Closely monitor the monthly sales collection target and the actual sales collection amount.
* Oversee the preparation, printing and distribution of daily customers’ service log.
* Supervise the daily operations of the service team.
* Develop, implement and maintain processes, procedures and programs to improve customer service.
* Maintain customer satisfaction by providing problem-solving strategies between the company and the customers.
* Advise management on customer retention strategies.
* Prepare weekly, monthly, quarterly and yearly reports for the attention of management.

**Education and Experience**

This person should have a thorough understanding of Customer Relationship Management, numerical skills and working knowledge of Microsoft Excel. A professional certificate in Microsoft Office will be an added advantage.

This person should have the ability to create and update customer database using Microsoft Excel. He/she must have the ability to develop and update customer report and analyze the customers’ status.

**Other Knowledge, Skills or Abilities Required:**

\*Customer relationships

\*Demonstrate integrity, honesty and courage

\*Demonstrate Professionalism

\*Computer literate

\*Self-starter

\*Forward thinking

\*Team player

\*Influence and Negotiate

\*Manage Work/Time

\*Effective planner and organizer

\*Use of Ethical Practices