



JOB DESCRIPTION DEBTORS CLERK

JOB TITLE	Debtors Clerk
COMPANY	Chefs Training and Innovative Academy (Pty) Ltd
DIVISION	Campus
LOCATION	Centurion
POSITION TYPE	Full Time
SECOND LEVEL SUPERVISOR	Managing Director
FIRST LEVEL SUPERVISOR	Financial Director
FIRST LEVEL SUBORDINATES	N/A
SECOND LEVEL SUBORDINATES	N/A
INTERNAL CUSTOMERS	All Departments
EXTERNAL CUSTOMERS	Students, Parents, Financiers

PRIMARY JOB PURPOSE	<p>The Debtors Clerk is responsible for managing the accounts receivable function within the educational training institution. This role involves processing student fees, invoicing, reconciling accounts, and ensuring timely collection of outstanding payments. The Debtors Clerk plays a key role in maintaining the financial health of the institution by ensuring accurate billing and following up on overdue accounts.</p> <p>The ideal candidate should be resilient, able to remain calm and professional in challenging situations, and maintain focus on achieving positive outcomes.</p>
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KEY RESULT AREAS (KRA)	<ol style="list-style-type: none">1. Achieve monthly and quarterly collection targets for overdue accounts.2. Number of delinquent accounts managed and resolved.3. Adherence to debt collection laws, regulations, and company policies.4. Quality and effectiveness of interactions with debtors and internal stakeholders.5. Accuracy and timeliness of collection reports and account documentation.6. Reduction in the aging of accounts receivable (i.e., the time accounts remain overdue).
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DEGREE OF SUPERVISION	<p>Works independently. Self-motivated. Weekly meetings with First Level Supervisor. Reporting progress on complex matters / challenges.</p>
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PLANNING NECESSARY IN THIS JOB	<p>Daily / Weekly / Monthly. Detailed planning of activities for the day / week / month assisting in direct reports and prioritising and reporting on results.</p>
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WORKING ENVIRONMENT	This role will primarily operate in an office environment within CTIA. The Debtors Clerk may interact with students, parents, and other departments, requiring both desk-based work and in-person communication.
JOB SPECIFICATION(S) MIN REQUIREMENTS	1. A Diploma or Certificate in Accounting, Finance, or a related field.
MINIMUM REQUIREMENTS: SKILL / KNOWLEDGE	<ol style="list-style-type: none"> 1. Planning, administration and organising skills. 2. Solid understanding of basic accounting principles, fair credit practices and collection regulations. 3. Proven ability to calculate, post and manage accounting figures and financial records. 4. Data entry skills along with a knack for numbers. 5. Hands-on experience in operating spreadsheets and accounting software. 6. Proficiency in English and Microsoft Office (Excel, Word, Outlook ect). 7. Customer service orientation. 8. High degree of accuracy and attention to detail. 9. Excellent communication skills. 10. The ability to handle multiple tasks simultaneously. 11. Problem-solving and, persuading and negotiation skills. 12. Ability to work under pressure and meet deadlines. 13. Ability to prioritize tasks and manage time effectively, especially during peak periods (e.g., registration, fee deadlines). 14. Ability to builds positive relationships with students, parents, and internal teams to facilitate smooth debt recovery processes. 15. Analytical thinking. 16. Resilient and self-motivated.
LEGAL REQUIREMENTS	<ol style="list-style-type: none"> 1. Clear Criminal and Credit Check. 2. Valid South African ID / Passport or Valid Work Permit. 3. Valid and up to date driver's licence. 4. Legal, Valid and Authentic Certificates of Qualifications. 5. Legal, Valid and authentic Transcripts of Qualifications where applicable.
EXPERIENCE	<ol style="list-style-type: none"> 1. 5 years working experience as a Debtors Clerk. 2. Previous experience with Sage Evolution of similar will be beneficial. 3. Previous Debtors experience within the Training/Education Sector will be beneficial.