

JOB ADVERTISEMENT– CREDIT CONTROL CONSULTANT

POSITION NAME:	CREDIT CONTROL CONSULTANT
REPORTING LINE:	ENGAGEMENT MANAGER
DIRECT REPORTS:	NONE
SUBSIDIARY/ DEPARTMENT:	NTIYISO REVENUE CONSULTING
LOCATION:	VANDERBIJLPARK - EMFULENI

WHO ARE WE?

Ntiyiso Consulting Group is an authentically African and globally wired management consulting firm specialising in all major industries. We deliver sustainable solutions through three subsidiaries, viz. Ntiyiso Revenue Consulting, Ntiyiso Business Consulting and Ntiyiso Industrialization Consulting. Ntiyiso means 'TRUTH' in the Xitsonga language. Therefore, we are naturally inclined to deliver the most trusted solutions to our clients and at the heart of why we exist lies our purpose: to empower institutions that enable Africa's development.

JOB PURPOSE

Credit Control is a critical solution for Municipalities. The Credit Control Consultants' job purpose is to therefore perform day-to-day credit control contractor monitoring, analysis & reporting. This role is in line with Ntiyiso Consulting's operational excellence standards, procedural compliance, and customer experience expectations. The detailed key activities for the role are as follows:

- Implement credit control procedures and policies that ensure timely payments while maintaining a high level of customer support
- Reconciling complex accounts that have been escalated from the accounts receivables and debt collection teams
- Monitoring debtor balances to ensure a reduction in debtors
- Ensuring credit and collection policies and procedures are followed within your team

- Liaising with customers, as well as internal personnel including clients
- Monitor and oversee the Credit control contractors
- Conduct adhoc inspections on completed jobs
- Compile daily, weekly and monthly credit control reporting
- Monitor and manage the improvement of debt owed to the client
- Act as a liaison between client and contractors
- Any other duty as directed by the Engagement Manager

KEY PERFORMANCE AREA	OUTPUTS <i>KEY OUTPUTS OF THE JOB – RESULT OF ACTIVITIES OR TASKS</i>	TASKS/ACTIVITIES <i>BREAKDOWN OF WHAT MUST BE DONE TO ACHIEVE THE OUTPUT</i>
Client Solution	<ul style="list-style-type: none"> ▪ Know how to complete the job tasks to be able to understand client problems at a task level. ▪ Able to produce basic models. ▪ Must be able to put together good first drafts of project documents and presentations. ▪ Produce basic research to inform solutions. ▪ Deliver well defined tasks within quality, timeline, and budget. 	<ul style="list-style-type: none"> ▪ Project Plan Implementation ▪ Manages the disconnection contractor's output & productivity ▪ Meets the team revenue collection target ▪ Meets the team revenue billing target ▪ Credit Control contractor quality management
Building Relationships	<ul style="list-style-type: none"> ▪ Collaborates with junior client staff members to get inputs to drive delivery. ▪ Can form long term collaborative relationships with junior client staff. ▪ Meet client expectations and give feedback when necessary. 	<ul style="list-style-type: none"> ▪ Working sessions ▪ Collaboration with municipal officials ▪ Meets targets

Team Player	<ul style="list-style-type: none"> ▪ Knows when to escalate and follow up on escalations. ▪ Self-motivated and professional. ▪ Has a collaborative attitude where one feels valued for their unique skills as well as their inputs? ▪ Gives upward and downward feedback to facilitate a healthier, more supportive, and more cohesive team. 	<ul style="list-style-type: none"> ▪ Escalation process ▪ Innovative ▪ Collaborates with team members ▪ Feedback to colleagues through engagements
Developing the Firm	<ul style="list-style-type: none"> • Develops and adheres to a personal development plan. • Finds ways to teach and learn from others. • Proposes one on one meetings. 	<ul style="list-style-type: none"> ▪ Completes own PDP and completes new significant training modules.
Growing the firm	<ul style="list-style-type: none"> • Makes introductions to the firm. 	<ul style="list-style-type: none"> • New introductions made to the firm.

JOB COMPETENCIES – SKILLS, KNOWLEDGE AND ATTRIBUTES

Behavioural Competencies

- Excellent planning and organising skills
- Highly structured communicator (written and presented)
- Interpersonal skills
- Detailed orientated
- Analytical and numerical ability
- People management/coaching skills
- Team empowerment and delegation
- Entrepreneurial flair
- Results/ performance driven
- Problem-solving skills

Technical/ Proficiency Competencies

- Advanced skills in MS Office suite-MS Excel, MS Word, MS PowerPoint,
- Business report writing skills
- Strong business/client engagement skills
- Ability to monitor performance
- Extensive experience in financial records and document management and filing skills
- Presentation skills
- Strong understanding of the consulting business financial environment
- A high degree of conceptual and hypothesis-driven thinking
- Verbal & Written communication skills
- Municipal Product knowledge and bylaws
- Municipality Procedures & Policies

QUALIFICATIONS AND EXPERIENCE

Prior exposure necessary to perform

- National Diploma/Bachelor's degree in Engineering, Science, Commerce, Finance, Economics, Business Management, Operations Management, or related qualification.
- Minimum five (5) years prior work-related experience in consulting, finance and business-related environment

WORKING CONDITIONS AND SPECIAL REQUIREMENTS	
<i>Other requirements specific to the job – minimum</i>	Must have a valid driver's license and own a vehicle is an advantage.
<i>Shift work, Overtime, Travel, Uniform, Special conditions</i>	Expected to work long hours from time to time and expected to travel

TO APPLY:

Please send your Curriculum Vitae and proof of qualifications to: careers@ntiyisoconsulting.co.za

Consider your application unsuccessful if you have not heard from us two weeks after closing.

CLOSING DATE:

Friday: 19 August 2022

17:00 (End of Business)