Position Information

Position Title	Credit Control and Finance Administrator
Business Unit	OjiFS Packaging - Head Office
Reports to	Financial Controller
Purpose of Position	Collection of customer debts in timely manner and within acceptable company standards and processes. Provide support to payroll function and site administrators as required.
Business Unit of HR responsibility	Packaging NZ
# of People in BU	500+

Number of Direct Reports	NIL
Number of Indirect Reports	NIL
Operating Budget	NIL
Sales Revenue	NIL

Key Accountabilities

1. Credit Control
   - Always adopt a working capital reduction mindset
   - Develop and maintain strong relationships with key internal and external stakeholders including the sales team, existing and potential customers, financial institutions, collection agencies and solicitors.
   - Proactively and collaboratively communicate with customers, establishing payment expectations will be made on due date
   - Resolve enquiries and respond to customers in a timely manner
   - Follow up with customers on overdue payments
   - Escalate overdues to Account Managers, recommending remedial action
   - Identify and communicate reasons for non-payment to stakeholders who can help resolve payment issues, including the development and monitoring of payment plans with customers and Account Managers
   - Co-ordinate legal proceedings where required
   - Work with Account Managers to onboard new customers, completing the new customer account form and setting of initial credit limits
   - Ensure OjiFS property is always protected by creating new PPSRs, managing registrations and renewing PPSRs when required.
   - Perform online Companies Register checks on Companies and Shareholders

- Review customer credit limits and prepare credit review request forms to change credit limits, working closely with Sales/Account Managers and Financial Controller
- Ensure the integrity of all Credit related master data in SAP and relevant information systems
- Develop and oversee the improvement of credit policies and procedures, within financial, legal and ethical standards.
- Review bank statement on daily basis and send to business units
- Undertake other administrative duties associated with the credit control function

2. Payroll support
    - Provide payroll support at the start of the week to ensure payroll deadlines are met
    - Provide annual and sick leave cover for Payroll.

3. Month End and Other Finance Tasks
    - Prepare PNZ overdue debtors' analysis for monthly review meetings
    - Prepare a PNZ consolidated cash receipts forecast for 20th and last day of month
    - Pallet returns and reconciliations. Follow up all returns that are not received. Monitor and reconcile no charge customers. Reconcile with pallet stocktakes
    - Other finance related tasks as required

4. Travel to local NZ offices as required
    - Travel to Oji or customer sites as required while completing the role's responsibilities
    - Provide leave cover for site Finance and Office Administrators as required

5. Environment, Health, Safety & Risk
    - Actively contribute to a culture of safety first through attending all training, reading and acting on all EHSR communications, following all safety rules and procedures, and identifying/recording all hazards, discomforts, incidences, near misses or potential health and safety risks.
    - Supporting colleagues 'do the right thing' in relation to EHSR and raising issues with others as appropriate.

Performance Indicators

- Ensure customers pay to agreed terms
- Collection of customer debts in timely manner and within acceptable company standards and practices
- Customer enquiries resolved
- Maintained accurate systems
- Credit applications processed
- Administration of weekly wages payroll in a timely and accurate manner
- Reporting and analysis of payroll expenses

- Smooth information flow allowing best decision making
- Provided information to enable managers to make sound business decisions
- Assisted finance team with monthly close and reporting
- Built world class people & capability
- Made OJI a great place to work
- Provided a safe and health working environment for employees, contractors and visitors
- Zero incidents in work area

Preferred Attributes

- Customer focus
- Takes full ownership of responsibilities, showing accountability, initiative, and a proactive approach to delivering results.
- Ability to prioritise tasks and meet deadlines.
- Ability to effectively communicate with all levels within the organisation and external parties
- Strong analysis / problem solving skills
- Ability to work under pressure and remain calm and positive
- Disciplined to meet reporting deadlines while achieving accuracy and consistency
- Technically capable in systems such as Microsoft Office products with advanced Excel skills, ERP experience and willingness to adopt and learn new systems such as Business Information tools, AI applications / tools.
- Understanding of legalities around payroll and understanding of financial standards
- Shows leadership characteristics
- Ability to work autonomously
- Appreciation of cultural diversity

Technical Requirements

Qualifications	o Tertiary qualification in business studies or related discipline an advantage
Experience	o Credit Control (at least 5 years) & Accounting experience in a customer driven manufacturing environment (preferred). o SAP experience would be an advantage o Advanced Excel would be an advantage. o Use of information systems and the implementation thereof.

Authority

Decisions:

- Decide on debtor payment follow-up frequency based on risk and ageing.
- Review and assess customer credit information and supporting documentation.
- Prioritise payroll processing deadlines.

- Resolve routine payroll discrepancies and employee pay queries.
- Maintain the integrity, security and confidentiality of systems, records and procedures.
- Identify and investigate unusual transactions or variances.
- Reconcile payroll and debtor balances prior to reporting.
- Decide when matters should be escalated to management or external advisors.

Recommendations:

- When customer accounts should be placed on or removed from credit hold.
- Recommend appropriate debt collection actions based on account status and risk.
- Make recommendations regarding the approval or decline of customer credit applications.
- Recommend amendments to customer credit limits and payment terms.
- Corrective actions relating to payroll discrepancies or compliance issues.
- Escalation to external collection agencies or legal action where necessary.
- Recommend process improvements to strengthen internal controls and operational efficiency.
- Recommend system enhancements or procedural changes to improve payroll and debtor management effectiveness.

Competencies

Judgment Effectively examines events, issues, and problems, and generates solution alternatives. Makes timely and sound decisions on everyday issues and problems by applying accurate logic, appropriate knowledge, expertise, and common sense.	Choose Correctly Addresses issues in a timely way. Considers the impact or consequences of actions and decisions. Uses existing rules and procedures to guide actions. Uses logic and common sense when making decisions or taking action.
Focus On Customers Builds and delivers customer-centred solutions that meet as many aspects of desired customer experiences, products, and services as possible. Provides customer-centred solutions that go ubeyond existing customer requirements. Identifies opportunities that will benefit the customer, create value added services, and works in partnership with the customer to drive the business forward.	Serve the Customer Addresses customer needs by involving the right people (resources) at the right time. Asks questions to accurately identify customer needs. Follows up with customers to ensure problems are solved. Meets or exceeds customer service needs and reports barriers. Seeks feedback from customers.
Execution Manages work and work performance, holding associates accountable to effectively and efficiently complete work responsibilities. Demonstrates initiative, works to achieve results, meets or exceeds goals, acts on opportunities to create value.	Perform the Work Asks questions to clarify assignments and priorities. Deals with high priority work activities first. Makes sure work is done correctly. Surfaces problems and issues with speed and accuracy.
Results Orientation	Strive for Results Identifies what needs to be done and does it.

Demonstrates and fosters a sense of urgency, a "can-do" spirit, a sense of optimism, ownership, and strong commitment to achieving goals and organizational success. Demonstrates a strong sense of ownership and a commitment to achieving meaningful results.	Puts in sustained effort to accomplish desired results. Shows strong commitment to achieving results. Works until tasks are completed.
Effective Communication Prepares and delivers clear, concise, accurate, effective, and persuasive written and verbal materials/messages. Attentively and accurately listens to others. Promotes a free and timely flow of high-quality information between self and others and across the organization; encourages the open expression of ideas and opinions.	Communicate With Others Communicates clearly and concisely. Keeps others informed. Listens carefully to others. Provides appropriate level of detail in communications. Writes with accuracy, simplicity, and completeness.
Establishing Trust Gains the confidence and trust of others through principled leadership, sound business ethics, authenticity, and follow-through on commitments. Demonstrates principled leadership and sound business ethics; shows consistency among principles, values, and behaviour; builds trust with others through own authenticity and follow-through on commitments. Establishes open, candid, trusting relationships; treats all individuals fairly and with respect; behaves in accordance with expressed beliefs and commitments; maintains high standards of integrity.	Perform Ethically Acts consistently with stated policies and practices. Does not cover up problems or blame others for mistakes. Does not disclose confidential information. Is honest and direct in dealing with people Meets commitments.

Relationships:

Most Frequent Contacts	Nature or Purpose of Contact
Financial Controller	Manager and key stakeholder in successful completion of credit and other responsibilities
Customers	Debt Collection
Accounting	Evaluate progress, resolve issues, discuss areas of opportunity, meetings etc.
Management Team	Respond to queries, provide recommendations, review accounts, variances etc.
Process Managers	Credit Control queries
Corporate Office Staff	Respond to queries regarding reports, payroll, additional information requirements, developments
Customer Services / Sales Reps	Collating information on clients; credit control; Processing of credit notes and invoices, queries & discussing customer circumstances

External Information requesters, e.g. Auditors, IRD, Customers, Suppliers etc	Provision of information as required.