

JOB DESCRIPTION

CASH OPERATIONS CONTROLLER

Reports To: Reconciliation & Cash Operations Manager, Finance

Direct Reports: None

PRIMARY FUNCTIONS

To maintain strong controls over daily customer receipts and payments, and to undertake timely, appropriate investigation of unreconciled amounts with Partners and Customers.

Key support function for the Group Operations and Finance Controllership teams.

Ownership of the end-to-end Accounts Payable process with the support of Cash Manager and partnership with Financial Accountants.

Active liaison with internal and external customers to minimise and manage unreconciled amounts on an ongoing basis, whilst supporting the Customer Solutions Group Cash team in generating appropriate invoices and journals across different business channels.

KEY ACCOUNTABILITIES

- Daily receipting of EFT payments (circa. 30 million per month), generating and posting invoices, including direct debits (circa. 9 million per month).
- Daily task ownership for the Closed Item Process; ensuring accurate payment of funds to Partners and Third Parties, thereby ensuring all AR and internal AR/AP ledgers are up to date.
- Support external and internal customers with general invoicing, reconciliation, and GL enquiries.
- Ownership of the smooth operation of accounts receivable and payable processes, from AR's receipting above to AP's distribution, including both settlements for new leases and payments for operating expenses.
- AP process including employee's out-of-pocket expense claims with end-to-end activities such as checking invoices, appropriate/relevant approval, legitimacy of claims and accuracy of claim submissions. Recording entries into our accounting software and providing documentation for bank approvers as well as preparing accruals for month-end-close based on supplier expense run-rates.
- Contact customers and partners to obtain relevant remittance advice and resolve payment errors.
- Regular engagement with Partners to investigate reconciliation differences and cash application issues; timely processing of corrective journals and/or invoices to clear reconciliation issues.
- Support external and internal customers with general cash and invoicing enquiries; timely processing of all refunds and/or credit requests to maintain accurate and up-to-date customer portfolio positions.

- Support broader Finance Team in other areas and key month and period end activities of Bank Account and General Ledger reconciliations (where required/appropriate). This extends to financial year-end where cash controls for revenue recognition are heavily relied upon.
- Actively engage with the cash manager for all manual cash application and invoicing requests via the internal JIRA ticketing system.
- Assist with the provision of key operational reports, as required, including relevant analysis and recommendations for process improvement.
- Ownership of process and standardisation projects to align AP (for operating expenses) with AP (for settlements) and the creation and of robust control environments.

EMPOWERMENT

- Escalation of collection issues where necessary (internal & external)
- A problem-solving and execution mindset is absolutely required; proactive engagement with relevant business areas as and when required

PERFORMANCE MEASURES

- Partner reconciliation differences minimised and investigated promptly
- Cash reconciliation requirements and control parameters met
- Payment delivered on time against supplier due dates (subject to receipt of appropriate evidence for release of cash)
- Arrears management support for internal stakeholders
- Timely delivery/completion of any assigned workflow requests (JIRAs)

KEY RELATIONSHIPS

- Internal Group Operations Team, with specific relationship to Internal Cash Manager
- Controllership and Reporting Team
- Business Development
- Partners
- External customers

COMPLIANCE

- All CHG/equigroup internal policies (including Quality Process)
- Privacy Legislation
- Annual AML/KYC Training (Mandatory)

PERSON SPECIFICATION

1. EXPERIENCE

Essential

- High-level numeracy and spreadsheet skills; intermediate excel skills minimum
- Proven ability to problem-solve and be innovative within processes
- Previous success with customer engagement
- Demonstrated process improvement and continuous improvement mindset
- Prior work within and end-to-end AP process (Buy to Pay)

Desired

- Equipment Finance or Leasing
- Knowledge of General Ledger and/or Financial Transaction Accounting

2. EDUCATION**Essential**

- Tertiary qualification in Accounting, Finance or Business

3. SKILLS / ABILITIES / KNOWLEDGE**Essential**

- Excellent attention to detail
- Resourceful to problem-solving with practical solutions
- Organised to keep on track to daily and monthly mechanisms
- Ability to work across teams and time zones with unity
- Good communicator who can work both autonomously and as part of one team (CHG-MERIDIAN/equigroup)