

JOB DESCRIPTION

Position:	Cashier Team Leader
Department:	Finance
Reports to:	Distribution Finance Director
Direct Reports:	2
Hours:	35pw

JOB SUMMARY:

The cashiering departments' function is to allocate sales ledger monies received for Bookpoint, LBS and Hachette UK Distribution, on behalf of its clients / publishers. This role is a newly created role to manage the team and its workload to achieve its goals. The key objectives of the role are:-

Manage the team, department workloads and ensure adequate training given where necessary.

To record, process and bank all payments received on to the customer accounts according to defined SLA's.

To maintain the controls and reconciliations needed to ensure all postings have been made correctly.

To provide necessary reporting to management.

Define and implement process improvements within the function.

To liaise internally and externally with other stakeholders as required to resolve payment queries.

RESPONSIBILITIES:

Customer/Client Relations

- Maintain a high level of communication with Credit Services, Customer Service, Hachette Finance/Treasury and client publishers, developing good working relationships as appropriate.
- Offer excellent customer service attitude to all stakeholders.
- Identify, agree and monitor service level KPI's with other internal departments.
- Receive customer queries and follow up with Customer Service department to ensure their resolution. Pursue issues with Customer Services / Publishers to resolution in an efficient and timely manner.

- Work closely with your line manager to identify and implement process improvements between the cashiering functions and other stakeholders.

Sales Ledger

- Prompt and accurate posting of cash receipts in order to minimize unallocated cash.
- Allocate cash against invoices.
- Manage the refund process - Preparing and recording all refund requests
- Subscription cash matching, invoices and payments
- Proforma payments process working with customer service to ensure despatch of orders when payment has been received
- Secure trading payments matching – reconciliation of credit card payments and invoices
- Mail order – Identify electronic mail order payments from bank records. Process payments and adjustments on to mail order accounts as necessary.
- Bank statement downloads for old legacy systems
- Maintain daily, weekly and monthly controls and reconciliations.
- Scan and batch all cheques received ready for daily submission to bank.
- Prepare and distribute daily, weekly and monthly reports to management and other internal stakeholders.
- General administrative duties necessary to maintain the operation of the Cashiers Department

Staff Management

- Manage the day to day running of the team, outlining responsibilities and prioritising workloads.
- Provide training to staff where needed.
- Perform staff appraisals

General

- Department SAP super user.
- Ensure Quality, Health and Safety and Environmental standards and all related company policies are adhered to, raising any issues to the relevant parties as appropriate.
- Take reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.

- Any other duties as may be reasonably requested in line with the job role.

PERSON SPECIFICATION:

Essential Factors	Desirable Factors
<p style="text-align: center;"><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • Experience of working in a proactive department where constant change is routine • People management experience • Works well as part of a team • Understanding of double entry book-keeping 	<p style="text-align: center;"><u>Knowledge, Experience & Qualifications</u></p> <ul style="list-style-type: none"> • Knowledge of using SAP or equivalent large ERP system. • Knowledge of the distribution or publishing industry (not essential) • Experience of using banking platforms to make payments
<p style="text-align: center;"><u>Skills & Attitudes</u></p> <ul style="list-style-type: none"> • Excellent communication skills both written and verbal • Strong analytical and organisational skills • Accuracy and attention to detail • Excellent MS Office skills, especially Excel • Must be flexible, able to manage workload and meet strict deadlines • Self-motivated and reliable 	<p style="text-align: center;"><u>Skills & Attitudes</u></p> <ul style="list-style-type: none"> • Task driven • Keen to develop personal skills