 **Operations Finance Coordinator**

Responsible for the day-to-day Financial KPI’s as part of the Operations team in the European Region. This covers both exports and imports and in line with the Operational KPI’s that are in place for Europe.

Please refer to the relevant RACI chart\* in place for the office.

**Line Manager:**  Operations Lead EU

**Working Hours**: 40 hour week

* Human Resources Responsibility:
  + Participate / complete the Annual Performance discussions with direct Line manager.
  + Review and acknowledge the Annual Goals and KPI’s before end of Jan for each new calendar year.
  + Ensure all new Processes agreed by management are implemented within the agreed upon deadline/s. This includes work processes; system updates and processes. Participate in training where needed.
* Other:
  + Assist direct Line Manager and or Regional Director with any special business related projects outside of the day-to-day scope as relevant, and required by the business.
* Specific Remit: (Individual Basis)
  + Vendor Invoice Queries work with Operations and Finance teams in our offices in EU.
  + Coordination of daily / weekly and monthly Invoicing - work with Operations teams in our 3 offices in EU.
  + Reporting to assist the Operations team with pending actions and in line with the Finance KPI’s.
  + Back/up support to Commercial Team - work with Commercial teams in our 3 offices in EU.
  + Customer dispute resolution. When customers dispute invoices – work with the team to address, and resolve. Apply changes to avoid repeat errors.

**Explanation of work:**

**Query Disputes:**

* Query: When a vendor invoice is not matched to the ERP (monitor system)
* **Objective:** 
  + Reduce the number of vendor queries by:
    - Working with Operations/Sales/ Procurement to identify the root causes and addressing these to avoid reoccurrence
    - When Queries are flagged by Finance – resolve within the weekly KPI’s
      * Independently (within approval scope)
      * Or with relevant (responsible operator)
      * Always – Address root cause.
  + Report on query management / status on Monthly basis to management

**Invoice Disputes:**

* Invoice Dispute: When an M&S invoice to a customer is not accepted / rejected or disputed.
* **Objective:** 
  + Reduce the number of disputes by:
    - Working with Operations/Sales to identify the root causes and addressing these to avoid reoccurrence
    - When Disputes are flagged by Finance – resolve within the weekly KPI’s
      * Independently (within approval scope)
      * Or with relevant (responsible sales manager / Commercial Lead)
      * Always – Address root cause.
  + Report on dispute management / status on Monthly basis to management

**Un-invoiced:**

* Un-invoiced:  These are costs / invoices that are pending in our ERP system and that needs to be invoiced to our customers
* **Objective:** 
  + Ensure all invoices (that are ready) are invoiced out in line with weekly KPI’s
  + Address all ‘pending invoices’ with relevant Operator
    - Ensure we have control over the invoices (status) check
  + Ensure the month end is billing is as up to date – with status report on pending items
  + Suggest and implement improvements in quotes / jobs that would benefit the billing process and improve KPI’s
  + Main Freights ; Demurrage ; Additional Cost
  + Report status on Monthly basis to management

**Invoice Quality:**

* **Objective:** 
  + Perform a quality check on all automated billing / invoices
  + Work with sales / operations to automate standard billing as much as possible

**Follow-up Costs:**

* Follow up Costs: Are costs outside of the allocated quoted cost which either needs to billed out to customer; disputed with the vendor or absorbed as cost to the company.
* **Objective:** 
  + Work with weekly reports and responsible operator to ensure we action list on weekly basis.
  + Objectives should be to bill as much as possible – to challenge the business
  + If systematic costs occur – work with Sales on including in costing / quotes to avoid reoccurrence.
  + Report status on Monthly basis to management

**Absorbed Costs:**

* Absorbed costs: Are costs outside of the allocated quoted cost which is absorbed to the relevant cost / job, as these are not billable to customer or can not be disputed with the vendors.
* **Objective:** 
  + Work with Commercial lead on analysing these costs
  + Try to identify root causes and systematic costs occur – work with Sales in include in costing / quotes to avoid reoccurrence.
  + Report status on Monthly basis to management

**Reporting:**

* + Monthly - to management on areas of focus and agreed upon KPI’s
  + Weekly – follow up reports to the Operations and Commercial Teams

**Other:**

* Back/up support to Commercial Team (Job / Order creation) - work with Commercial Teams in our 3 offices in EU as a general back-up, when and if needed.