

Job Title

Collection Executive / Collection Officer (Local Team)

Department

Finance / Accounts / Commercial Operations

Location

Local / Assigned Territory – Mumbai, Ahmedabad, Hyderabad, Baddi, Bangalore

Reporting To

Accounts Manager / HO Collection Team / ASM (as applicable)

Job Purpose

The Collection Executive will be responsible for timely collection of outstanding payments from customers within the assigned local territory. The role includes coordination with customer finance teams, follow-up on invoices, support for GRN booking, and ensuring adherence to agreed payment terms.

Key Responsibilities

- Follow up with customers for collection of outstanding payments as per ageing reports.
- Visit customer offices locally for payment collection, invoice submission, and coordination.
- Coordinate with customer finance/accounts teams for:
 - Invoice booking
 - GRN completion
 - Debit/credit note reconciliation
 - TDS-related clarifications
- Share regular collection status updates with internal finance and sales teams.
- Ensure timely submission of payment details such as UTR number, cheque details, date, and amount.
- Track overdue invoices and escalate delays to reporting manager.
- Maintain accurate records of collections, commitments, and customer communications.
- Support resolution of payment discrepancies and short payments.
- Ensure compliance with company credit policy and payment terms.

Required Skills & Competencies

- Good communication and negotiation skills.
- Basic knowledge of accounts, invoicing, and payment processes.
- Ability to coordinate effectively with internal teams and external customers.
- Strong follow-up and relationship management skills.
- Familiarity with ERP/SAP or invoice portals (preferred).
- Willingness to travel locally within the assigned zone.

Qualifications

- Bachelor's degree in Commerce, Finance, or any relevant discipline preferred.
- 1–3 years of experience in collections, accounts receivable, or field finance roles (fresher's may be considered for junior roles).

Key Performance Indicators (KPIs)

- Timely collection against due invoices.
- Reduction in overdue ageing.
- Accuracy and timeliness of reporting.
- Customer coordination efficiency and issue resolution.

Working Conditions

- Field-based role with regular local travel.
- Office reporting as per company policy.