

JOB ADVERTISEMENT – CARGO WAREHOUSE BILLING AGENT

Job Title: Cargo Warehouse Billing Agent
Department: Cargo Services
Duty Station: Kigali Internal Airport

Job Purpose

The cargo terminal-billing agent shall be responsible for adequately monitoring accounts receivable and ensuring timely and accurate billing of our customers, guaranteeing the company's revenue. The agent must be responsible and pay close attention to details. The agent should expect to exhibit a high level of professional ethics within supervised teamwork and be able to meet tight deadlines without compromising the quality of billing reports.

1. Key Duties and Responsibilities:

- Preparing and issuing invoices, billing statements, and reports.
- Make adjustments to invoices and statements as needed or required.
- Following company guidelines and billing procedures to ensure compliance.
- Monitoring accounts receivable and transactions in the system
- Keep great records and closely track and maintain billing cycles.
- Maintain accurate records and make updates to the system database as required.
- Work closely with the finance team to affirm whether all payments are made and have a reflection on the company's official accounts.
- Doing daily reconciliations for all transactions performed within the warehouse and making sure all invoice amounts tally with system amounts
- Keep or file all hard copies of invoices issued, keep a truck for all pending unpaid invoices, and send reminders to customers.
- Make sure that all checks are duly done and that all requirements supporting the invoice, such as AWBs, Proof of payment, and arrival notices, are fully filed together with the invoice for future reference.
- Closely monitor system shipment status updates and ensure the correct status is executed in the warehouse system.
- Resolving any errors or discrepancies with customer billing, accounts, or billing reports
- Managing new cargo terminal contracts.
- Cooperating with other teams to ensure billing accuracy.
- Helping customers in case of complaints and questions.
- Managing customer account reconciliations.
- Create analytical reports and present them to line managers or senior managers.
- Participating in monthly and quarterly audits and clean-ups and should be accountable for all warehouse commercial audit queries.
- Detecting and resolving errors in billing operations and other related problems
- Perform any other duties as may be assigned by the line supervisor.

2. Desired Profile: Required education, Experience, and Abilities

- A minimum of a bachelor's degree in computer domains, Business Administration, Management, Finance, Marketing, or any related business management disciplines.
- A minimum of 1-2 years experience working as a Billing Analyst or in a similar accounting position or a sound financial or accounting mind for a fresher or university graduate.
- Proven experience and related knowledge of Billing is an added advantage.
- Adherence to laws and best practices with dealing with customers and data
- Comfortable dealing with numbers and the processing of financial information
- Strong communication, including writing, speaking, and active listening
- Great customer service skills, including interpersonal conversation, patience, and empathy
- Good problem-solving and critical-thinking skills.
- In-depth knowledge of industry best practices.
- Basic math, bookkeeping, and accounting skills.
- Organization, time management, and prioritisation abilities
- Ability to be discreet and maintain patient or customer information security.
- Effective computer skills to input and use bookkeeping and account management software promptly and efficiently.
- Vast experience in managing databases and spreadsheets.
- Able to produce analytical reports that are presentable to all audiences.

3. How to Apply:

- An application letter addressed to the Chief HR & Administration Officer;
- Recent Curriculum Vitae.
- A photocopy of the Passport/National ID.
- Copies of Degree/Diploma certificates
- Copies of relevant certificates.
- Three referees

The deadline for submitting application documents (**Only PDF Format**) is **September 13, 2024**.

Please apply via the link: <https://erecruitment.rwandair.com/>

NB: Only shortlisted candidates will be contacted.