

## Job Description

<b>Job Title</b>	Standard Billing Administrator	<b>Employee Name</b>	
<b>Reporting to</b>	Standard Billing Team Leader	<b>Responsible For</b>	
<b>Location</b>	Honingham Thorpe, Colton, and any other reasonable locations as required.		

### Overview of Role

To ensure invoices received from suppliers are promptly checked for accuracy and assigned to the correct member account. Error-free data entry of invoices on to internal software package. Successfully resolving queries as they arise and knowing when to escalate more serious issues.

### Principal Duties and Responsibilities

- Accurate validation and processing of approximately 200 no. invoices per day, received via post and email
- Validation of non-utility invoices against orders and appropriate price lists
- Accurate data entry of standard and utility invoices on to internal software package
- Raising of queries to suppliers and/or buying team colleagues as appropriate
- Resolving queries as they arise and escalating more serious issues to Team Leader
- Assist with monthly post out process, ensuring that member post out packs are accurate

### General

- Contribute towards continuous improvement of service levels.
- Where appropriate for the role, proactively identify new business opportunities for AF, working towards increasing member commitment and volumes. Develop new and existing product areas.
- Adhere to company policies and procedures.
- Act in a professional and ethical way, maintaining a high degree of integrity, promoting the activities of AF at all times.
- Maintain the highest levels of confidentiality pertaining to all AF business and be aware of inadvertently passing on information to members and suppliers. The passing on of information between parties and to ex-employees is not acceptable. All employees are expected to act professionally in this regard and any breaches of confidentiality will be treated seriously.
- Health & Safety - maintaining a safe working environment. You will be required to follow all company procedures with regards to Health & Safety. Always report anything that is unsafe. Consider Health & Safety implications of yours and others actions at all times.
- From time to time you may be requested to work outside of your normal working hours to help maintain effective cover. You may be required to perform other duties within the company that will be within your capability

### Performance Measures

#### General

- When engaging with members, explicitly set and manage their expectations, ensuring any problems are escalated immediately through the proper channels using 'feedback'

#### Specific

- Achievement of allocated daily workload in an accurate and timely manner
- Willingness to self-develop into new areas and take on more challenging tasks
- Accuracy is maintained in all aspects of role, in particular data entry and invoice checking
- Members are constantly kept updated with developments following queries raised
- Ensure monthly post-out targets for the team are met or exceeded

### Person Specification

#### Qualifications & Experience

- Strong IT skills, especially with Microsoft Office
- Pleasant & confident telephone manner

- Experience within a similar role highly desirable
- Ability to complete tasks from start to finish

### **Personal Qualities**

- Attention to detail
- Drive, enthusiasm and resilience - we work in a multi-faceted and challenging environment
- Sense of ownership and pride in your performance and its impact on company's success
- Commitment to attain delivery goals and personal objectives
- Friendly and approachable personality, expert at building rapport
- Initiative and self-confidence
- Experienced user of Microsoft Office packages, especially Excel.
- Views problems as challenges that we work together to resolve
- Patient, good at planning and methodical in your approach to work
- Pro-active in your work and always thinking 'what's next to do' and 'what can I improve?'

### **Values**

#### **Service - We will delight you in every transaction**

- We understand and agree people's expectations and accurately fulfill them
- We care and demonstrate empathy in every interaction
- We build genuine and long-term relationships
- We work at a consistently high standard and provide the best quality service
- We communicate in a positive and professional way
- We leave a lasting and positive impression
- We get things right and don't cut corners

#### **Excellence - We strive to be outstanding in everything we do**

- We go above and beyond agreed expectation
- We listen and understand people's requirements
- We share expertise and knowledge
- We take responsibility

#### **Responsibility - We do what we say we'll do, with integrity**

- We understand the impact of our actions and act accordingly
- We act with integrity and in the interests of AF, its people and the communities in which we do business
- We are responsible and ethical
- We are motivated and act in an efficient and productive way
- We take ownership and see things through

#### **Value - We add value**

- We ask the right questions to understand people's needs
- We ensure we provide ease of purchase, continuously improving our processes
- We act on requests in a timely way
- We get things right first time, providing an efficient, reliable and trusted service
- We identify beneficial opportunities across all of our services
- We see and think beyond people's initial needs, helping to propose and deliver solutions
- We plan and are well prepared
- We forge strong relationships built on trust and commitment

**Signed (Employee):**

**Signed (Manager):**

**Date:**