



Terms of Reference

| | |
|-----------------------|---|
| Job Title | Associate Credit Control Officer |
| Position Level | Officer |
| Reports to | Manager, Customer Care Section |
| Location | Western Region, Thimphu |

| Accountabilities/Responsibilities |
|---|
| <ul style="list-style-type: none">✓ Monitor customer accounts to ensure timely payment of bills.✓ Ensure compliance with credit policies and procedures.✓ Follow up on outstanding receivables through calls, emails, visits and official correspondence.✓ Coordinate with internal departments for dispute resolution related to billing.✓ Prepare and implement recovery strategies for delinquent accounts.✓ Negotiate payment plans with defaulting customers.✓ Maintain accurate records of receivables and collections.✓ Prepare periodic reports on aging analysis, collection status, and bad debts.✓ Assist in reconciliation of customer accounts.✓ Liaise with legal and regulatory bodies for recovery cases when required.✓ Recommend improvements in billing, collection, and credit control processes. |

| | |
|--|---|
| Qualification, Knowledge, Skills and Experience | Qualification: <ul style="list-style-type: none">• Minimum BCOM/BBA/BA in English & Dzongkha• Minimum 60 in Class X, XII and Degree |
| Employment Type | Regular |
| Remuneration: | Grade/ Cadre: A1 Pay scale: 28665-715-42965 Corporate Allowance: 20%, Fixed Allowance: 60% |