

Role Description

Collection Manager (Phnom Penh)



Overview

DFDL is a leading ASEAN with offices (or collaborating firms) in Cambodia, the Lao PDR, Myanmar, Thailand, Vietnam, Philippines, Indonesia, Bangladesh, and Singapore.

As a full-service firm, DFDL provides legal and tax services across a variety of industry sectors. To better serve our clients' business needs, we have also organized our expertise into the following practice groups:

- Aviation
- Banking, Finance and Technology
- Corporate and Commercial
- Compliance and Investigations
- Dispute Resolution
- Mergers and Acquisitions
- Energy, Mining and Infrastructure
- Real Estate and Construction
- Employment and Labor
- Taxation

Position:

We are looking to recruit a **Collection Manager** to be based out of the firm's headquarters in Phnom Penh, Cambodia.

The successful candidate will have the opportunity to work in a multi-cultural environment with career development and personal growth opportunities.

Reports to:	Finance Manager, and Senior Regional Financial Controller.
Key external relationships:	Clients
Key internal relationships:	Project Managers, Representative Partners, Senior Managers
Salary range:	Competitive, varying based on the qualifications and experience of the successful applicant and the needs of the Practice.
Position type:	Full Time – Regular
Applicants eligible:	Local residents
Working Hour	Mon-Fri, 8am –12pm and 2pm – 6pm
Location:	Phnom Penh, Cambodia

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Main duties of the role

- Ensure collection procedures are followed and implemented by all Project Managers;
- Making direct contact with clients (through emails and/or phone calls) to follow-up the overdue invoices;
- Regularly follow-up with the clients to ensure the payment is received on a timely manner following company policy;
- Actively coordinate with team members to ensure a smooth and efficient department to reduce the number of cases that are overlooked;
- Coordinate with the Project Managers and/or Partners to ensure that the long overdue and outstanding invoices are paid promptly and minimize the bad debts;
- Ensure the collection KPIs are met;
- Create and implement strategies to increase the number of successful collections on outstanding debt;
- Prepare daily, weekly and monthly collections reports to Partners, Project Managers and the CFO;
- Maintain bankruptcy files on clients within the assigned company numbers;
- Address on-going clients' complaints concerning billing or services rendered and work on complaints of services failures with the designated departments;
- Communicate with clients to build and maintain a strong working relationship; and
- Implement credit policies and procedures that retain a smooth running of the department and avoid excessive credit limits.

Essential skills & proficiency

- Bachelor's degree, preferably in finance;
- 3-5 years of experience in credit and collections; and
- Proficient in Microsoft Office.

Desirable

- Attention to detail;
- Excellent time management and client management skills;
- High communication skills in English (both verbal and in writing);
- Ability to work under pressure, meet deadlines and to operate in a multi-cultural environment;
- Honesty, reliability, and a commitment to strict confidentiality; and
- Billing or coding experience.

Contact Details

Applications should be submitted to:

Email: Careers@dfdl.com

Website: www.dfdl.com

Online: <https://apply.workable.com/dfdl/j/CB142AACC9/>

Applications should include a curriculum vitae or resume, accompanied by a covering letter outlining the candidate's interest in and suitability for the position.

All applications and expressions of interest will be treated confidentially and reviewed only by DFDL Senior Management and the Human Resources team.

*Please note that this position is open until filled. Applications will be reviewed and processed on a rolling basis and **only shortlisted candidates will be contacted.***