

## JOB DESCRIPTION

F/TC/26 Rev00

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<b>Job Title:</b>	<b>Accounts Receivable Supervisor</b>	<b>Level: 3</b>
<b>Reporting to:</b>	Credit Manager	<b>Department:</b> Finance
<b>Responsible for:</b>	Credit(s)	<b>Date:</b> 11-09-2024

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### OBJECTIVE:

Every Mercure team member is a "Heartist". A Heartist represents Mercure's brand and its values, at all times. The Mercure Heartist will establish relationships and foremost, the Mercure Heartist will deliver an exceptional guest experience and promote the French Elegance.

### Key Responsibilities

#### Billing and Invoicing:

- Oversee the preparation and issuance of invoices for guest stays, group bookings, and hotel services using Opera PMS.
- Ensure the accuracy of all guest bills and compliance with hotel policies.

#### Payment Collection:

- Monitor and manage timely collection of payments from guests, companies, travel agents, and other partners.
- Handle deposits and payment schedules for group bookings and events.

#### Credit Management:

- Evaluate and manage credit limits for corporate clients and guests in line with hotel credit policies.
- Approve or decline credit applications and ensure proper credit extension.

#### Reconciliation:

- Perform regular account reconciliations to ensure accurate accounts receivable balances.
- Address discrepancies or issues with outstanding payments.

#### Reporting and Analysis:

- Prepare accounts receivable aging reports and present them to management.
- Utilize Excel for financial reporting, analysis, and data management, including pivot tables and advanced formulas.
- Provide insights on financial performance and areas of improvement.

#### Team Management:

- Supervise the accounts receivable team, ensuring processes are followed and deadlines are met.
- Provide training and guidance to the team, especially in using Opera PMS and Excel for daily tasks.

#### Coordination with Other Departments:

- Collaborate with Front Office, Sales, and Events teams to ensure accurate billing for group bookings and services.
- Liaise with Accounts Payable and Income Audit teams for smooth financial operations.

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### **System Requirements:**

- Proficiency in Opera PMS or other Property Management Systems (PMS) is required.
- Advanced knowledge of Microsoft Excel for data analysis and financial reporting.
- Familiarity with other hotel management software and accounting tools is a plus.

### **Training and Talent & Culture**

- Ensure wherever possible that employees are provided with a work place free of discrimination, harassment and victimisation.
- Treat complaints of harassment and discrimination promptly and confidentially.
- Treat customers and colleagues from all cultural groups with respect and sensitivity.
- Identify and deal with issues which may cause cross cultural conflict or misunderstanding.

### **Miscellaneous**

- All Heartists are required to comply with every reasonable request from their hierarchical supervisor(s) within an amount of time that it takes to comply under normal circumstances.
- All Heartists" may be assigned to other duties in the hotel as and when required by business levels.

## **GENERAL DUTIES:**

### **Health and Safety**

- Ensure that all potential and real Hazards are reported immediately and rectified
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures
- Ensure that all emergency procedures are rehearsed, implemented and enforced to provide for the security and safety of guests and employees
- Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations by strict adherence to existing laws, statutes etc.
- Ensure all staff within the department work in a manner which is safe and unlikely to give risk of harm or injury to selves or others
- Use safe manual handling techniques and practise safe work habits following Accor Health, Safety and Environment policies, maintain procedures to minimise our impact on the environment and prevent pollution.

### **Confidentiality**

- Ensure confidentiality and secure storage of all intellectual property and data bases, both hard copy and electronic. Adhere to Accor Internet and Email policy
- Ensure Hotel, Customer and Staff information or transactions are kept confidential during or after employment with the company.

### **To be fully conversant with:**

- Hotel fire procedures
- Hotel security procedures
- Hotel Health and Safety policy and procedures
- Hotel Facilities and attractions
- Hotel standards of operation and departmental procedures
- Mercure Appearance guidelines
- Mercure vision and its corresponding strategies
- Methods of accepted payment of the company
- Short and long term company marketing promotions

**JOB DESCRIPTION**

**NOTE**

This document reflects the job content at time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

**Heartist Name:**

**Head of Department Name:**

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**Date:**

**Date:**

**Heartist Signature:**

**Head of Department Signature:**

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