

JOB PROFILE

Position	Billing Administrator
Reports to	Head of Billing
Direct reports	None

Main purpose of the role

To ensure accurate and timely billing, processing of invoices, and maintenance of billing records across all entities within the Group, while supporting overall financial operations.

Minimum education & qualifications / Experience / Knowledge & Skills / Behavioural competencies

Education / Qualifications	• Matric / Grade 12 • Relevant finance or accounting qualification (advantageous)
Experience	• Minimum 2 years' experience in a billing or finance administration role • Experience within a property or retail environment will be advantageous, but is not essential
Knowledge and skills	• Solid understanding of billing processes and basic accounting principles • Experience with invoicing systems and reconciliations • Proficient in Microsoft Excel and Word • Strong numerical accuracy and attention to detail • Good communication and interpersonal skills • Ability to manage high volumes of transactions
Behavioural competencies	• Ability to meet deadlines and work under pressure • Strong attention to detail and high level of accuracy • Ability to work independently and take initiative • Strong organisational and problem-solving skills • Professional integrity and ability to handle confidential information • Team-oriented approach
Other	• Experience with accounting or property management systems (advantageous)

Key Performance Areas

1. Billing & Invoicing
2. Reconciliations and Reporting
3. Accounts and Query Resolution
4. Finance Administration
5. Systems and Process Support

1. Billing & Invoicing

- Prepare and process accurate invoices for all entities
- Ensure billing is completed in line with agreed timelines and deadlines
- Verify billing data and resolve discrepancies
- Maintain up-to-date and accurate billing records

2. Reconciliations and Reporting

- Perform billing reconciliations and investigate variances
- Assist with preparation of billing reports and supporting schedules
- Ensure all billing transactions are correctly recorded

3. Accounts and Query Resolution

- Respond to internal and external billing queries promptly and professionally
- Investigate and resolve discrepancies or disputes
- Liaise with internal departments to ensure billing accuracy

4. Finance Administration

- Maintain proper filing and documentation of all billing records
- Ensure adherence to processes, deadlines, and cut-off dates
- Support audit requirements by providing necessary documentation
- Assist with finance-related administrative tasks as required

5. Systems and Process Support

- Capture and update data on billing systems
- Identify opportunities to improve billing processes and efficiency
- Assist with implementation of process improvements where required