Membership Accounts Officer

Starting Date: As soon as possible, latest by 01 December 2023
Contract type: Full-time, open-ended contract
Location: New Delhi, India
Salary: Competitive salary commensurate with experience
Application closing date: Midnight 05.11.2023

About this role

Better Cotton seeks a Membership Accounts Receivable Officer to join the Membership and Supply Chain (M&SC) team in the Better Cotton India Office. The Membership Accounts Receivable Officer will report to one of the Senior Membership Coordinators and will be responsible for generating revenue for Better Cotton by ensuring that members are properly billed for their new memberships and renewals. He/she will be working with the M&SC and Finance teams to ensure that the correct amounts are collected in a timely manner, verify and record transactions, resolve account discrepancies, and perform other tasks to secure client payments. It is a versatile role requiring a range of skills and interests to execute given tasks with creativity, initiative, and quality in an efficient and timely manner.

This role offers excellent opportunities for personal and professional development; therefore, the individual should be able to respond timely to new challenges, identify and analyse problems, and contribute to finding solutions proactively. This role will collaborate with other teams, mainly Finance (Accounts Receivable), to ensure accurate income reporting, follow the account receivable process, participate in system and process enhancements, and deliver training to develop better coordination between different teams.

Responsibilities

To succeed, the candidate must be well organised, have good personal and time-planning skills, and work independently in setting expectations internally and critically externally.

Accounts Receivable Responsibilities:

1. Create and issue invoices to members and BCP (Better Cotton Platform) suppliers.
2. Follow up on outstanding payments and answer payment-related queries.
3. Monitor payment statuses in Salesforce and prepare monthly invoice status reports.
4. Maintain accurate records of invoices, payments and invoicing contact information in CRM system (Salesforce).
5. Assist the M&SC and Finance departments with preparing invoicing reports.
6. Manage all enquiries related to invoices including queries related to the set up of members in Better Cotton systems or the set up of Better Cotton in member portals which may include liaising with the Finance department to provide any additional documents requested (e.g. vendor forms and certificates) and supporting requests for invoice address
changes, invoice cancellations, duplicate payments, and refunds in compliance with all established processes.

7. Perform administrative and clerical tasks, such as data entry, preparing invoices, sending reminders, filing paperwork, and contacting members & BCP suppliers to discuss their payables.

8. Obtain information from other teams to ensure records are accurate and complete and that accounts receivable reports and CRM systems are up to date.

9. Work with the M&SC and Finance teams to review accounts, payments, and payment history and help develop new processes and/or suggest process improvements.

10. Support the monthly write-off process (forms and follow-up).

11. Liaise with members and the Finance team for payments received with no payment reference.

General Finance Query Resolution:

1. Use our query management system to manage finance-related tickets coming in via the Helpdesk email ID.

2. Provide solutions or where required identify correct escalation routes to ensure a timely resolution.

3. Ensure any Helpdesk process documentation developed by the team to guide and support enquirers is used at all times. Suggest updates or changes to the Line Manager to align process documents with current processes.

4. Log all enquiries according to priorities and close them as soon as resolved, in compliance with existing procedures. Close and follow-up enquiries escalated to other team members in a timely manner.

5. As necessary, follow up on members’ and BCP suppliers’ finance-related enquiries to assess understanding and stakeholder satisfaction.

6. Timely report any developing issues or risks observed during the operation of the finance support system which may require urgent resolution or implementation of longer-term solutions to the Line Manager.

Team Support

1. Provide team support as and when required by Line Manager and carry out additional administrative activities as agreed with the Line Manager.

2. Support the M&SC and Finance Coordinators in the preparation and running of internal knowledge-sharing sessions or team meetings, particularly about process changes which aim to reduce the number of enquiries received from members and non-member suppliers.

Profile

The selected candidate will have the following skills, knowledge, and experience:

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<thead>
<tr>
<th>Experience</th>
<th>Essential</th>
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<tr>
<td>At least three-year relevant working experience</td>
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### Skills & Knowledge

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<th>Essential</th>
<th>Desirable</th>
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<td>University degree, or equivalent higher education qualification, in a relevant field</td>
<td>Work experience with a membership organisation</td>
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<td>Good analytical and problem-solving skills with a proactive approach</td>
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<td>Strong maths, typing, and computer skills, especially with bookkeeping software</td>
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<td>High level of accuracy, efficiency, and accountability</td>
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<td>IT literacy, to include Word; PowerPoint; Excel; Outlook; and CRM system</td>
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<td>Strong communication (both written &amp; spoken) and good listening abilities.</td>
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<td>Demonstrable organisational skills: ability to prioritise, multi-task, keep track and follow-up with stakeholders.</td>
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<td>Ability to build strong relationships with clients and internal departments.</td>
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<td>Salesforce user experience</td>
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### Working arrangements

The position is full-time (40 hours per week) and will be based in the Delhi, India. Better Cotton offers flexible working, with core hours being 10am – 4pm, staff are required to come to the Better Cotton Delhi office as per flexible working policy (currently minimum one week in every 6 weeks) and can work from home accordingly.

### What we offer

- Competitive salary
- The opportunity to work from anywhere in the world for up to one month per year
- Continuous learning and development
- Employees Provident Fund
- Mediclaim and Life Insurances
- 25 days paid annual leave, plus 8-9 Bank Holidays and a further 3 days off over Christmas
- Enhanced parental benefits
- A warm, positive working environment where everyone is valued
- The opportunity to make your mark and make a difference.
Interested applicants with the required attributes are asked to apply through the below link by midnight on 05th November 2023.

Application for Membership Accounts Officer

We thank all applicants for their interest; however only shortlisted candidates will be contacted.

Better Cotton is currently unable to provide sponsorship for work permits, and candidates need to have a pre-existing right to work in the location where they will be based.

Better Cotton is an equal opportunity employer and is committed to good practice and transparency in the management of natural, human, and financial resources.

About our Values

The post holder will be expected to operate in line with our workplace values which are:

- **Trustworthy** (including honest, transparent, credible)
- **As having Integrity** (including responsible, authentic)
- **Positive** (including problem-solving, pragmatic)
- **Engaging** (including adaptable, inclusive, holistic)
- **Daring** (including courageous, innovative, game-changing)

Being you @ Better Cotton

Better Cotton is committed to creating a diverse environment and is proud to be an equal opportunity employer with strong commitment to good practice and transparency in the management of natural, human, and financial resources.

We have a zero-tolerance approach to any attitudes or behaviours that put children or adults at risk of harm. Safeguarding incidents are acts of serious misconduct and are grounds for disciplinary action, up to and including, dismissal and referral to relevant authorities for criminal prosecution. Therefore, all offers of employment are subject to satisfactory references and appropriate screening checks.

About Better Cotton

Better Cotton is the world's largest cotton sustainability programme. Our mission: to help cotton communities survive and thrive, while protecting and restoring the environment. In challenging times, we are meeting the challenge head on. In the 2020-21 cotton season, through our network of field-level partners, our programme reached 3.9 million people, and 2.9 million farmers in 26 countries received training on sustainable farming practices. A fifth of the world's cotton is now grown under the Better Cotton Standard. We have brought together cotton industry stakeholders to drive our common goals, from ginners and spinners to brand owners, civil society organisations and governments. Everyone who cares about cotton and its sustainable future can now be part of something better.

To learn more about Better Cotton’s current work, please visit [this page](https://bettercotton.org) on our website.
Our hiring process

If your profile matches our search, you will be contacted by the HR team:

Step 1: To complete a written assignment and thinking skills written assessment online

Step 2: If you are successful in your written online assignment, you will be invited to the 1st interview with the hiring manager(s) and HR. Otherwise, you will receive an email to inform that you are not selected.

Step 3: If you are successful in the 1st interview, but we still want to explore additional areas of your knowledge, skills and experience, you will be invited to attend the 2nd final interview.

Step 4: If you are successful in the 2nd final interview, you will be asked to provide at least two references including one from your most recent manager/job.

Step 5: If your references are satisfactory, you will receive an offer letter from HR. Otherwise, you will receive an email to inform that you are not selected.