

NACM Survey – Summary Job Description Drafts

Credit Manager: Duties include managing all aspects of credit for a select group of accounts. Investigates and evaluates new credit applications. Involves the actual approval or denial of extension of credit up to assigned credit limits. Makes recommendations for approval or denial of extension of credit beyond assigned limit. Reviews and makes recommendations on credit holds and releases; maintains and updates credit files. May involve collections on past due accounts. May assist with accounts receivable functions.

President/CEO: Responsible for overall business operations of the organization including credit. Determines the basic objectives and formulates plans and policies; allocates resources for the achievement of these objectives. Interprets and applies established policies. Organizes the operations and determines allocation of duties and authorities to subordinates. Exercises controls to see that objectives are achieved in accordance with basic policy. Fully accountable for the results of the organization. May be directly involved with credit and collection functions.

Vice President: Responsible for one or more areas of the business operations (e.g. collections, credit reporting, sales and marketing, customer service, etc.). Develops, recommends and implements policies and programs to meet departmental and associational goals and objectives. Implements controls and reporting mechanisms. Interacts with others inside and outside the organization to further the organization's success. May supervise one or more subordinates.

CFO: Responsible for the entire range of financial activity in the organizational unit, typically including the treasury, accounting and credit functions. Formulates and recommends policies on banking, receipt and disbursement of funds, extension of credit, fiscal and accounting matters. Responsible for development of standard accounting, analysis and reporting procedures, and for exercising overall financial control.

Regional Credit Manager: Duties include managing all aspects of credit for a specified region within a major geographical area. Investigates and evaluates new credit applications. Approves or denies extension of credit up to assigned credit limits. Recommends approval or denial of extension of credit beyond assigned limit. Reviews and recommends credit holds and releases; maintains and updates credit files. May perform collections on past due accounts. May include assisting with accounts receivable functions.

Credit Supervisor: Supervises and coordinates the day to day activities of a group of credit analyst and monitors application procedures to ensure assignments meet established processes/standards.

International Credit Manager: Duties include managing all aspects of international credit. Investigates and evaluates new credit applications. Approves or denies extension of credit up to assigned credit limits. Recommends approval or denial of extension of credit beyond assigned limit. Reviews and recommends credit

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holds and releases; maintains and updates credit files. May perform collections on past due accounts. May include assisting with accounts receivable functions.

Global Credit Manager: Responsible for managing all aspects of Global credit. Investigates and evaluates new credit applications. Approves or denies extension of credit up to assigned credit limits. Recommends approval or denial of extension of credit beyond assigned limit. Reviews and recommends credit holds and releases; maintains and updates credit files. May perform collections on past due accounts. May include assisting with accounts receivable functions.

Controller: Responsible for all accounting activities of an organization, including credit, collections, budget, financial forecasting, statistical reports, audits, tax activities, etc.

Director of Credit: Directs the credit and collection activities of the organization. Determines customer credit capacity, directs compiling of credit information, analyzes and interprets available information. Determines action to take in collection of past due accounts, where normal collection procedures have been ineffective. Determines terms and approve shipments. Prepares or supervises the preparation of data showing credit activities analysis and status of accounts. Administers methods and procedures. May participate in the formulation of credit collection policies, methods and procedures.

Credit Analyst: Researches, gathers information, examines risks and assesses credit history of credit applicants. Recommends approval/denial of extension of credit and may involve approval/denial of extension of credit up to assigned credit limits for an assigned group of accounts. May work with accounts receivable. Typically reports to a supervisor or manager.

Accounts Receivable Manager: Manages the accounts receivable function within the organization's established policies. Arranges and oversees completion of all work including posting, processing, and verification of receipts, credit claims, refunds, interest charges, or other similar records. Produces regular or special written reports. Suggests improvements in processes to increase effectiveness of unit.

Commercial Collections Manager: Supervises and coordinates the day to day activities of a group of collectors. Allocates work assignments and reviews work for thoroughness and accuracy. Trains and provides guidance to staff. Reviews documentation to ensure compliance with company policy. May contact customers on problem accounts when necessary.

Department Manager/Supervisor: Responsible for managing and/or supervising one or more areas of business operations (e.g. collections, credit reporting, sales, marketing, customer service, etc.). Ensures that

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departmental goals and objectives are met. May develop and implement policies and practices to achieve goals and objectives. May supervise one or more subordinates.