

## Job Description

<b>JOB TITLE:</b>	US Credit Control and Treasury Operations Manager
<b>DEPARTMENT:</b>	Finance
<b>JOB HOLDER:</b>	
<b>REPORTS TO:</b>	US Finance Director

### Purpose of the Job:

The role requires a detail oriented, driven individual with proven experience in a P&C insurance carrier or MGU/MGA environment with hands-on knowledge of specialty insurance products and related credit control, bordereau processing and related cash management activities. Position will be primary business partner to all US management and product teams and member of US finance leadership team overseeing US credit control function and related operations and staff reporting to US Head of Finance Will provide day-to-day management and oversight of related staff and will act as a Subject Matter Expert internally and for a team of offshore employees for the US. This includes Accounts Receivable, Aged Reporting, Credit and Collection activities and related cash/treasury operations. Ensure all inward and outward cash flows, collections, and related commissions are adequately understood and controlled in an effective and judicious manner and are in compliance with all applicable requirements. Oversee staff in providing periodic close information related to credit control and related treasury activities. Communicate all issues identified to management and provide proposed recommendations for resolution.

### Budget and Headcount Information:

- US Finance.
- To assist in the recruitment of new team members in conjunction with HR and the US Finance director
- To lead and motivate team members providing support, training and guidance for their overall development.

### Regulatory Conduct Rules

1. Act with integrity.
2. Act with due skill, care and diligence.
3. Be open and co-operative with Lloyd's, and other regulators.
4. Pay due regard to the interests of customers and treat them fairly.
5. Observe proper standards of market conduct.

### Principal Accountabilities:

- Manage the process for the US credit control activities and related reporting ensuring accuracy and efficiency of deliverables providing high quality analysis of trends, variances.
- Manage and provide daily oversight to US Insurance credit control staff, including quality control of offshore teams in concert with operations staff.
- Assure prompt processing and application and settlement of cash receipts for US businesses and follow-up with business units on identified items.

- Create and Manage monthly Aging metric reports for Management and monitor Receivable aging reports. Follow up on with product teams all overdue balances based on defined metrics and other related issues for business heads.
- Liaise with group operations and finance on operational and related credit control reporting and projects.
- Liaise with internal departments (operations, underwriting, IT) to resolve billing/collection discrepancies.
- Review of monthly Cash Reconciliations for the Credit Control Activity for the US Finance team, to include review of monthly Bank Reconciliations performed by offshore teams and analysis and reporting of all unreconciled receipts.
- Prepare monthly Reconciliation of Accounts Receivable Balances to include AR Roll-Forward and reconciliation to the General Ledger
- Review monthly reconciliation of write-off, credits loss control funding and recoveries and provide management with regular bad debt analysis.
- Develop and maintain relationships with internal teams and identify customer service improvement opportunities to support and strengthen existing relationships.
- Process engineering fee adjustments & Med Mal Fees in Coda and reconcile with Underwriting Services.
- Process and analyse quarterly supplemental commissions and provide accruals to the GAAP team.
- Maintain relationships with related banks and oversee credit control banking related activities.
- Work with Group Credit Control resources to understand and share best practices and integrate and/or provide complete and accurate information to Group Credit Control initiatives and reports.
- Actively participate in projects that improve accuracy and collections of Premium.
- Develop cost effective means for managing cash receipts through automation and effective communication to include maintaining and reducing un-reconciled cash balances.
- Work closely with Finance management and internal team to ensure internal controls are documented, designed and operating adequately.
- Ability to assist in ad-hoc work and strategic projects as required with the aptitude to challenge the business and frame insightful output.
- Assist in providing support to US finance in analysing cash flows related to collections and other commentary

**Education, Qualifications, Knowledge, Skills and Experience:**

- Finance or accounting background with demonstrated 7+ years in Property casualty industry. CPA or advanced finance or accounting degree preferred but not required with other relevant experience.
- Strong P&C Product Insurance experience from either a carrier or MGA/MGU preferred
- Knowledge of project management disciplines.
- The ability to establish effective working relationships across the business.
- Experienced people manager with strong management skills, comfortable managing others' targets and workloads.
- Strong communicator, able to identify, understand and discuss complex concepts with both expert and non-expert colleagues.
- Flexible approach to work and the ability to use your initiative whilst being involved in a number of ongoing projects at any time.
- The ability to prioritise workload and manage time effectively to ensure successful completion of work in a timely manner.

Role while part of the US finance group will work closely with US Product heads, US Chairman, and other leadership team members as required.

As a term of your employment you may be required to undertake such other duties as may reasonably be required of you in the post and department mentioned above.