



JOB DESCRIPTION

A. POSITION INFORMATION	
Job Title	Debtors Clerk Graduate Intern
Department	Underwriting and Policy Administration
Division	Policy Administration
Duty Station	Windhoek
Reports to Position	Premium Accounting Officer
Number of Direct Reports	none
Job Description Completion Date	September 2026
PATERSON GRADING OUTCOME	

B. PRIMARY PURPOSE OF THE POSITION
The Debtors Graduate Intern role is to support the Underwriting and Policy Administration department with managing accounts receivable, premium collections and reconciling clients' accounts.

C. ORGANISATIONAL STRUCTURE	
Incumbent's Superior (1 Level)	Premium Accounting Officer
Incumbent's Superior (2 Level)	Accountant Receivable
Incumbent's Job title	Debtors Clerk Graduate Intern
Incumbent's Subordinates (Level 1) [Title/-s and Number/-s per Position]	none

D. JOB SPECIFICATIONS	
Minimum Academic Qualification	A bachelor's degree in the field of Accounting, Finance and or related
NQF Level (1-10)	NQF Level 8
Minimum Experience Required	No prior work experience is required for this position.
Legal / Professional Requirements / Licenses	None

E. CORE COMPETENCIES		
Knowledge	Skills	Behaviour
General understanding of Double-Entry Bookkeeping (Debit/Credit)	Verbal and written communication skills	Reliable and integrity
Knowledge and understanding of short-term insurance principles	Negotiation skills	Self-motivated & team player
knowledge and understanding of Aging of Accounts and implication	Proficient in Microsoft excel	Innovative
Knowledge and understanding of the Accounting Equation	Familiarity with insurance software	Attention to detail



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Data confidentiality	Time Management Skills	Detail-orientated
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F. Key Performance Areas	Critical Tasks
1. Debtors Management	1.1 Assist with premium collections and follow-up on overdue payments and outstanding debit orders. 1.2 Assist with account reconciliation through accurate allocation of incoming premium payment. 1.3 Assist with preparation of monthly aging reports, track overdue accounts and risk exposure. 1.4 Assist with monthly preparation of commissions payment requisition 1.5 Escalate unresolved debtors recon accordingly 1.6 Ensure correct handling of debtors related queries 1.7 Perform any debtors related tasks as maybe required/delegated by supervisors.
2. Operational	2.1 Support the department with reconciling customers' accounts. 2.2 assist with resolving client's queries 2.2 Escalate unresolved debtors' recon with the Premium Accounting officer/supervisors 2.3 ensure compliance with the reconciliation SOP as well as the Credit policy & SOP.
3. Credit Control	3.1 Ensure Credit and reconciliation procedures are followed accordingly. 3.2 Ensure debtors payment are collected and received timely 3.3 Liaising with the internal team as well as customers to reconcile outstanding accounts. 3.4 escalate complex debtors accounts timeously
4. Financial	4.1 Assist with compiling list of unpaid accounts beyond 90 days. 4.2 Assist reconciliation and confirmation of overpayments requiring refund. 4.3 Timeously reconciliation and ensure health cashflow.



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Declaration:

It is hereby acknowledged that this job description is a broad indication of the work with the focus on broad role outputs that the job holder is accountable and/or responsible for. The jobholder may be required to undertake other duties that can be reasonably expected from him/her, particularly when others are absent from work. No job title or job description can be regarded as a precise specification of duties but should be seen as a guide to main responsibilities.

It is herewith declared that this job description is a true reflection of the actual duties/responsibilities required in this job.

Incumbent:

Employee Name

Signature

Date: -----

Direct Supervisor

Signature

Date: -----

Head of Department

Signature

Date: -----