

JOB POSTING REQUEST FORM

Job Details

Reference #	CP-332-2021
Company Name	Ostaz by Inspired
Industry	Tech - Education
Vacancy	Accounting Officer
Job Type (FT, PT, Contractual, Seasonal)*	Full-time Job
Major	Accounting/ Business Management
Years of Experience	0 to 2 years
Education	
Location	Beirut, Lebanon
Application Deadline	
Remuneration & Benefits	NSSF / Transportation
Tasks & Responsibilities	<ul style="list-style-type: none"> ● Receive and sort incoming payment with attention to credibility. ● Act as a collection officer specialist such as, contacting clients for outstanding payments, collect payment on overdue bills by informing customers of their debt and their various options for repayment. ● Manage the status of accounts, balance and identify inconsistencies. ● Offer the best and effective solution to our internal and external customers related to billing, cash, etc. ● Follow up and monitor all troubleshooting payments issues with our customers (Card holders name form, mode of payment, etc.) ● Handle the petit cash of the company;

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as well as, issuing receipts and payment vouchers properly.

- Liaise with the technical, customer experience, HR, accounting and other direct departments to ensure resolving customer issues and enhance brand awareness.
- Sell campaign courses & up-sell ostaz product; in addition to, identify customer needs and take proactivity steps to maintain outstanding and positive experience.
- Prepare an account statement for customers up on their request.
- Follow up on outstanding payment & answering customer queries.
- Assist the accounting department by updating accounting records with issued invoices, processed payments, new balances, and customer contact information.
- Check the tutor/ student balance on a weekly basis and ensure that the balance is always UpToDate.
- Monitor and follow up closely the students' failed payments option on the system and report any issue to the concerned parties.
- Prepare the list of tutor transfers and collaborate with the customer experience department to ensure accuracy and effectiveness.