

207 Process customer financial transactions

Summary

Receive, make and monitor customer payments.

This has been taken from the FSSC suite of national occupational standards.

You will apply the following skills:

- Planning
- Organising
- Checking
- Communicating
- Using technology
- Managing time
- Using number
- Problem solving
- Recording
- Reading

Performance Indicators

You will:

1. Make sure that all documents, entries and records are accurate and legible
2. Receive payments from and make payments to customers
3. Confirm that calculations and balances are accurate
4. Recognise discrepancies in documents and take appropriate action
5. Identify any balances outstanding over the time period stipulated with your employer and take appropriate action
6. Keep accurate records of transactions
7. Comply with legal requirements, industry regulations, organisational policies and professional codes

Knowledge

You will know:

1. Sources of information and advice within your organisation
2. Your organisation's time-scale standards
3. Your organisation's computer systems
4. Your organisation's filing and information retrieval systems
5. Your organisation's customer service procedures (including dealing with complaints)
6. The limits of your own personal authority and the action required if a problem is beyond your authority
7. How to access existing business customer records
8. Your organisation's procedures and time limits for payment by customers
9. Your customers' payments procedures
10. Ledger systems
11. Your organisation's computerised account set up procedures, including amendment arrangements
12. The different methods of receiving financial information
13. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities