



Job Description

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| Job Title: Accounts Receivable/Collections Coordinator | Department: Accounting |
| Supervises: N/A | Reports To: A/R Collections Manager |
| Exempt/Non-Exempt: Non-Exempt | # of Positions: 1 |
| Approval Date: 12/22/16 | Approved by: COO |

Purpose:

Coordinate the collection of accounts receivables by establishing professional relationships with customers and working closely with Sales Representatives and Customer Service Representatives.

Duties and Responsibilities: Responsible for reviewing A/R aging reports on a weekly basis for a large customer base to ensure timely collection of payment from customers. Contact and support customers in any way deemed necessary to maintain current and accurate information on customer accounts. Duties include but are not limited to the following:

- Collection efforts through telephone, email, fax, and mail
- Customer account reconciliation
- Provide proof of delivery, invoices, and statements to customers and staff as needed
- Inform Sales Representatives of account status, discrepancies, etc.
- Post payments to customer accounts
- Work with other departments to resolve problems and enhance customer service
- Research unapplied payments, billing discrepancies, etc.
- Work with customers to obtain appropriate tax, credit, and contact information
- Generate reports for Sales Representatives and A/R Manager
- Review and release pending orders once account requirements are verified
- Miscellaneous projects

Ability to perform assigned duties in a professional and polite manner during potentially stressful situations. Must be able to run weekly and/or monthly Excel reports, meet deadlines, and manage high volume of incoming emails and respond in a timely manner. Able to perform all duties as assigned to the position upon request. Meets company standards, knows and follows all company/department/safety policies and procedures. Personally delivers excellent internal and external customer service. Additional tasks as assigned by management.

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g. emergencies, changes in personnel, workload, rush jobs or technical developments)



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Essential Requirements:

Education: High School Diploma required. Associates degree or higher preferred.

Experience: 2+ years experience in collections or related field required.

Desired Skills and Abilities:

- Customer service oriented
- Strong organizational skills with the ability to multi-task required
- Intermediate or advanced skills in Excel and Outlook
- Strong interpersonal skills
- Ability to establish and maintain good working relationships with coworkers
- Multi-task oriented with high attention to detail
- Knowledge of economic and accounting principles and practices
- Ability to identify, research, and resolve account discrepancies
- Eager to identify and implement process improvements
- Analytical/Critical thinking skills required
- Self-motivated with the ability to work independently
- Strong computer skills required with an emphasis on accounting software
- Strong verbal and written communication skills
- Ability to organize resources and establish priorities

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