



JOB DESCRIPTION

POSITION:	Accounts Receivable & Collections Clerk
DEPARTMENT:	Accounting/Finance
REPORTS TO:	A/R Manager
CLASSIFICATION:	Non-Exempt
APPROVED BY:	Chief Operating Officer
APPROVED DATE:	

Summary

This position is responsible for the collection of accounts receivable by coordinating payment collection and servicing of customer accounts. In addition, this position will work closely with the sales team and customers to strengthen and establish professional relationships.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Apply customer payments
- Process credit card payments and credits
- Research and resolve payment discrepancies, unapplied payments, etc.
- Review aging report and make collections efforts through telephone, email, fax, and mail
- Complete customer account reconciliation
- Customer account maintenance
- Provide proof of delivery, invoices, and statements to customers and staff as needed
- Inform Sales Representatives of account status, discrepancies, etc.
- Work with other departments to resolve problems and enhance customer service
- 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

Competencies

- Financial Management
- Customer Focus
- Ethical Conduct
- Thoroughness
- Communication Proficiency

- Teamwork Orientation
- Technical Capacity

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a large room with own cubicle space. This role routinely uses standard office equipment such as computers, telephone, headset and photocopiers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand on a stool as necessary. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit, stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

Position Type/Expected Hours of Work

This is a full-time position. Typical days and hours are Monday through Friday 8:00 a.m. – 5:00 p.m. Occasional early or late hours may be required as job duties demand.

Required Education and Experience

- High School diploma required, associate's degree or higher preferred.
- 2+ years accounting experience in collections or related field

Abilities:

- Strong organization skills, ability to prioritize work and multitask effectively and efficiently in a fast pace, heavy workload environment
- Detail oriented and responsive, deadline-driven
- Strong customer service skills, ability to maintain a professional demeanor and develop and maintain solid relationships with a focus on high profile customers
- Strong focus on teamwork and ability to manage relationships across multiple departments
- Excellent verbal and written communication skills
- Analytical/Critical thinking skills
- Knowledge of accounting principles and practices
- Proficient in Microsoft office Suite of products
- Strong computer skills with an emphasis on accounting software and 10-key touch
- Ability to identify, research and resolve account discrepancies
- Must meet deadlines and manage a high volume of incoming emails and calls and respond in a professional and polite manner in a timely fashion.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management.

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____