

Accounts Receivable and Collections Specialist

Updated 10.6.17

REPORTS TO: Accounting Manager

POSITION DESCRIPTION:

This position is responsible for accounts receivable and collections functions including, but not limited to, placing collections calls/correspondence, providing customer service, resolving client account discrepancies, monitoring and maintaining accounts, providing reporting to accounting department.

Key Responsibilities

- Placing collection calls and/or correspondence in a fast-paced, goal-oriented collections department.
- Providing customer service regarding collection issues.
- Processing and reviewing account adjustments.
- Resolving client discrepancies and short payments.
- Monitoring and maintaining all accounts - customer calls, account adjustments, small balance write-off and customer reconciliations.
- Proactively calling to ensure balances coming due are received timely.
- Performing other assigned tasks and duties necessary to support the Accounting Department.
- Enlisting the efforts of sales and senior management when necessary to accelerate the collection process.
- Communicating and following up effectively with sales department regarding customer accounts on a timely basis.

Essential Functions

- Weekly and monthly reporting to direct supervisor
- Monthly delinquency notices
- High volume phone calls to assigned delinquent customers
- Manage customers on the Hold Report
- Reconcile customer disputes as they pertain to payment of outstanding balances
- Provide excellent and considerate customer service
- Participate in team planning meetings
- Meet defined department goals and activity metrics

Required Skills

- Minimum of a two-year degree
- Minimum of one year collections experience
- Knowledge of billing and collections procedures
- Strong attention to detail, goal-oriented
- Experience with accounting software
- Commitment to excellent customer service
- Excellent written and verbal communication abilities
- Ability to multitask