

## **COLLECTIONS SPECIALIST**

### **SUMMARY OF FUNCTIONS**

Handles all open Accounts Receivable with late or delinquent payment activity in a timely and effective manner to ensure maximum collections and an optimum Accounts Receivable turnover ratio.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Reviews all records for a customer to determine a possible explanation for non-payment prior to commencing the collection process
- Prints monthly statements and sends to customers. Prints, verifies, and maintains accounts receivable invoice records as well as open and aging reports and journals.
- Reviews status of aged and delinquent accounts with Accounting on a weekly basis.
- Supervises preparation and transmitting of letters and notices on delinquent accounts. When appropriate, determines, and recommends new repayment terms.
- Communicates with customers regarding their billing and payment ability.
- Performs other accounting duties as requested by the Controller.

### **ORGANIZATIONAL RELATIONSHIPS**

Reports directly to the Corporate Controller.

### **QUALIFICATIONS**

A high school diploma is required; coursework in accounting preferred, as is experience with accounts receivable. Good communication skills and the ability to work well with people is essential. Familiarity with accounting and spreadsheet applications (Excel) is required.

### **PHYSICAL DEMANDS**

Ability to communicate orally with customers, management, and coworkers, both individually and in front of a group is important. Regular use of the telephone and e-mail for communication is essential.

Sitting for extended periods is common. Hearing, vision, and speaking within normal ranges is essential for normal conversations, to receive ordinary information, and to prepare or inspect documents.

No heavy lifting is expected. Exertion of up to 50 lbs. of force occasionally may be required. Good manual dexterity for the use of common office equipment such as computer terminals, calculator, copiers, and FAX machines.

Good reasoning ability is important. Ability to understand and utilize accounting reports and legal documents to conduct business is required.

**WORK ENVIRONMENT**

The job is performed indoors in a traditional office setting. A pleasant demeanor must be maintained at all times with both internal and external customers. Activities include extended periods of sitting and extensive work at a computer monitor and/or calculator.

The job requires a minimum of 40 hours each week.