



Collections & AR Specialist

The Collections & AR Specialist will increase operational efficiency and company profitability by posting accounts receivable payments timely and accurately, as well as performing the necessary tasks to collect on delinquent accounts. This position will also assist with other duties and tasks within the department as needed.

Job Duties:

Communication

- Proactively interfaces between multiple internal and external business partners including the sales department.
- Organizes the communication - Clarifies purpose and importance in communication; stresses major points and follows a logical sequence.
- Adjusts to the audience - Frames messages in line with customer experience, background, and expectations; uses terms, examples, and analogies that are meaningful to the audience.
- Ensures understanding - Seeks input from customers; checks understanding; presents message in different ways to enhance understanding.
- Adheres to accepted conventions - Uses syntax, pace, volume, diction, and mechanics for effective verbal and written communication.
- Comprehends communication from others - Attends to messages from others; listens intently, correctly interprets messages and responds appropriately.

Contributing To Team Success

- Facilitates goal accomplishment - Makes procedural or process suggestions for achieving team goals or performing team functions; provides necessary resources or helps to remove obstacles to help the team accomplish its goals.
- Involves others - Listens to and fully involves others in team decisions and actions; values and uses individual differences and talents.
- Informs others on team - Shares important or relevant information with the team.
- Models commitment - Adheres to the team's expectations and guide-lines; fulfills team responsibilities; demonstrates personal commitment to the team.
- Establishes S.M.A.R.T. goals in line with company goals and values. Implements action plans with timelines with deliverables and measure results.
- Builds relationships – Learns the value of relationships and views building relationships as a critical success tool.

Managing Work



- Makes preparations - Ensures required information is in appropriate locations so that own and others' work can be done effectively.
- Schedules - Effectively allocates own time to complete work; coordinates own and others' schedules to avoid conflicts.
- Leverages resources - Takes advantage of available resources to complete work efficiently.
- Stays focused - Uses time effectively and prevents irrelevant issues or distractions from interfering with work completion.

Planning And Organizing

- Prioritizes - Identifies more critical and less critical activities and assignments; adjusts priorities accordingly.
- Determines tasks and resources - Determines project or assignment requirements by breaking them down into tasks and identifying types of equipment, materials, and people needed.
- Stays focused - Uses time effectively and prevents irrelevant issues or distractions from interfering with work completion.
- Follows procedures - Accurately and carefully follows established procedures for completing work tasks.
- Ensures high-quality output – Proactively monitors job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
- Takes action - Initiates action to correct quality problems or notifies others of quality issues as appropriate.

Professional Knowledge And Skills

- Demonstrates proficiency with Microsoft Outlook, Word, Excel, Power-Point and other related software as assigned.
- Understands the distribution business, the product sold and the types of customers served (internal & external).
- Knows how and when to apply a technical skill or procedure.
- Performs complex tasks in area of company billing.
- Demonstrates honesty and integrity and keeps commitments.
- Attentive - Recognizes issues, problems, or opportunities and determines whether action is needed.

Quality Orientation

- Follows procedures - Accurately and carefully follows established procedures for completing work tasks.
- Ensures high-quality output – Oversees personal and team job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.



- Takes action - Initiates action to correct quality problems and notifies others of quality issues as appropriate.

Perform other duties as assigned. Adhere to the rules and regulations as set forth in the Employee Handbook.

Job Requirements:

- Education: High School Diploma or GED equivalent required
- Experience: 2 years of bookkeeping experience preferred. Must have knowledge and experience with Microsoft Office.