



**Position Title:** AR/Credit/Customer Payment Specialist  
**Issue Date:** September 2024  
**Reports To:** A/R & Credit/ Collections Manager  
**Direct Reports:** None  
**FLSA Status:** Non-exempt or exempt

### **JOB SUMMARY:**

This Specialist's role is to assist in all responsibilities of this customer and account support department. We seek to create WIN-WIN resolution to credit/collection/payment issues and creative, dedicated, and customer focused efforts are extended to help guide our customer base recognize and resolve issues and collect payment for customers' unpaid accounts receivable. Analysis of new customer applications for possible credit extension with workable limits and pay terms as well as resolution of the multitude of questions and issues that arise daily occupy much of the day. Close tracking, accountable and timely follow up and strong communication with our Company staff and with customers are essential to accomplishing the regular accountabilities and supporting customers who can appreciate our attention to their accounts. Daily functions of posting all payments, processing invoices/statements and all applicable documents support all needs and communication ongoing.

### **DUTIES AND RESPONSIBILITIES:**

1. **A/R** (to include):
  - a. Apply customer payments daily; accurately & per customer instructions (checks, a/r payment report, VC emails & cash box reports)
  - b. Prepare and maintain schedules for invoices/statements, month end close, year-end close
  - c. Provide excellent Customer Service: resolve billing & payment application issues accurately and expediently
  - d. Research and resolve system problems timely
  - e. Process and distribute invoices and statements (via mail, fax, email)
  - f. Process Credit Card Payments for payments on account
  - g. Manage office equipment and supplies (incl copier, fax, printer, folding machine, postage meter, EMV terminals)
  - h. Get mail from post office, open & distribute mail and transfer mail
  - i. Telephone and in person reception
  - j. Resolve bounced check, bank and credit card payment issues
  - k. Review and edit New Customers set up, update customer maintenance file

**2. Existing Accounts:**

- a. Communicate with customers with past due invoices and help determine, create methods and schedules for payments. This supports customers' continuing their business operations, increases our sales and helps build strong customer relationships.
- b. Perform system 'releases' real time, on the spot, throughout the day to help manage the Accounts Receivable and support customer call follow up.
- c. Perform "Ticket fixes" real time when contacted by our branch locations to fix sales order errors.
- d. Review and release orders for customers who hit credit hold throughout the day
- e. Evaluate customers for requested or needed account changes
- f. Understand regulatory procedures and process necessary paperwork through the legal system for collections, liens, bonds, bankruptcy
- g. Review and analyze reports to be up-to-date and knowledgeable regarding customers' status and act when necessary to reach or maintain department goals for delinquency, DSOs, etc
- h. Develop spreadsheets to track required specific customer information
- i. Deliver excellent customer service, communication and follow-through to accurately and timely resolve billing issues, service charge issues, charge backs
- j. Update customer files to maintain integrity of the information

**3. New Accounts:**

- a. Process credit applications
- b. Review customer profiles performed by sales personnel
- c. Analyze accounts and make recommendations to the A/R & Credit/Collections Manager
- d. Set up new accounts
- e. Create and send welcome letters

**4. Miscellaneous:**

- a. Maintain all customer files and document all communications in the customers' logs
- b. Review and process necessary actions on reports to include: Aging, Inactive, Open Orders, Tax Exempt, Freon, Authorized Buyers lists
- c. Update information for our Credit group and attend monthly meetings
- d. Submit needed information for credit inquiries
- e. Perform customer set up & maintenance updates from the VC as notified
- f. Help develop new processes and improve existing ones

**Qualifications:**

1. High school diploma or GED
2. Minimum 2 years in depth customer service experience with contractors and/or with small business to business relationships
3. Demonstrated strong COMMUNICATION and customer service skills with emphasis on problem resolution
4. Ability to work in fast-paced, high-pressure environment
5. Excellent time management skills and ability to meet tight deadlines
6. Strong mathematical, analytical and ORGANIZATIONAL skills
7. Demonstrated ability to MULTITASK effectively and accurately
8. High degree of DETAIL orientation, ACCURACY and strong FOLLOW UP skills
9. Proficient in Microsoft Excel and Word

**Work Environment**

Primary work is performed in an office environment.

**Physical Requirements:** Ability to bend, and reach into file cabinets, and to lift up to 10 lbs from ground level. Ability to type data and read computer screen.

**Travel:** Negligible- Infrequent travel to branch locations

**Position Type and Expected hours of work:** non-exempt, full Time: hours are Monday – Friday 8:00 A.M. to 5:00 P.M. Overtime as required based on business needs

**Employee’s Acknowledgement**

I have carefully read and understand the contents of the position description. I understand the responsibilities, requirements, and duties expected of me and further understand that this is not an exhaustive list of responsibilities, skills, duties, requirements, effort, or working conditions associated with this position. While this list is intended to be an accurate reflection of the current position, the Company reserves the right to revise the functions and duties of the position or to increase or decrease the scope of responsibilities of the position when circumstances dictate, as determined by the President.

I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time for any reason, and the Company has a similar right.

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Employee’s Signature

\_\_\_\_\_  
Date