

# Job Description

---

**Job Title:** Accounts Receivable Specialist

**Department:** Accounts Receivable

**Reports to:** AR Manager

**FLSA Status:** Non - Exempt 8:00 am – 5:00 pm, Monday – Friday (40 hours per week)

## **Summary:**

The AR Specialist is responsible for providing outstanding customer service in the course of collecting on outstanding accounts receivable balances. This position includes adhering to collections work standards (i.e. call/email volumes), reducing the amount of aged items, facilitating resolution of customer billing issues, reducing accounts receivable delinquencies, and meeting and/or exceeding collections standards.

## **Key Responsibilities:**

- Responsible for a portfolio of receivables.
- Direct interaction with customers regarding overdue accounts and determine the reason for non-payment.
- Issue statements/letters to overdue accounts.
- Providing the customer service regarding collection issues, process and review account adjustments, resolve customer discrepancies and over or short payments. Responsible for monitoring and maintaining assigned accounts via customer calls and/or emails.
- Accountable for reducing past due amounts for assigned accounts.
- Must communicate & follow up effectively with customer accounts on a timely basis.
- Ensure professional relationships are established and maintained with customer.
- Perform other assigned tasks and duties necessary to support the department.

## **Required Qualifications**

- Bachelor's degree in Accounting, Finance or Business preferred or the equivalence in experience
- Consumer credit knowledge and basic advisory credit knowledge
- Minimum three to five (3-5) years of high-volume corporate collections experience with preference for professional services
- Knowledge of Billing and Collections procedures
- Exceptional written and oral communication skills
- Prioritization of workload and self-starter
- Weekly and monthly reporting to the AR Manager
- High volume phone calls or emails to assigned customers
- Provide excellent & considerate customer service with emphasis on maintaining ongoing relationships.