



Job Description

Job Title: Accounts Receivable Clerk/Collections
Department: Accounting
Reports to: AR Manager
FLSA Status: Non – Exempt 8:00 am – 5:00 pm, Monday – Friday (40 hours per week)

Summary: Rep collects on all accounts over 30 days past due via telephone, email and reminder notices.

Duties and Responsibilities:

- Answer customer questions with accuracy.
- Obtain any information the customer needs to process invoice for payment, including copies of invoice, obtain service contracts from Contracts Dept. and service reports/ UPS delivery information from Customer Service.
- Determine eligibility for supplies and service according to payment history and balance of past due invoices. This includes the Inventory Dept. shipments as well.
- Research misapplied, lost payments and partial payments of assigned accounts.
- Process credit card transactions- as needed.
- Cancel service contracts by customer request and weekly for nonpayment and turn them in to your Manager by 3pm on Wednesdays.
- Correspond with Manager as needed regarding difficult accounts.
- Mail statements on the 5th of every month to your assigned customers.
- Mail customer appropriate letters as needed, (i.e. delinquency, etc.).
- Work your assigned aging report weekly. Email or call customers to get payment on past due or short paid invoices.
- Collect funds on NSF checks and send an email to Billing asking them to create an NSF invoice.
- Special projects as assigned by Manager.
- Maintain a positive attitude & encouraging demeanor with all employees in the department and Company.

Qualifications:

Individual must have collection experience, ability to communicate orally or verbally with vendors, customers and employees. Must be able to meet deadlines, handle multiple tasks efficiently and complete duties independently. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.