



Title: Collections Specialist

Reports To: CFO

Primary Purpose: Responsible for collections of outstanding accounts receivable balances, problem resolution of disputed invoices and claim resolution on assigned accounts. Also assist with day – to – day customer inquiries related to invoicing, payment, returns, etc.

Expected Attributes of Employees:

- Positive attitude with a high level of accountability, personal drive, ambition, integrity
- Competent in communicating directly and effectively throughout the organization
- High level of multi-tasking skills, with a strong attention to details
- Passion for continuous improvement in all aspects of the position and a personal drive toward positive results
- Demonstrated strong oral and written communication skills
- Ability to balance issues emotionally and objectively and empathize with other employee concerns
- Team-oriented customer service spirit with a passion to learn in a fast-paced, goal/deadline-driven atmosphere

Qualifications:

- Associates degree in Accounting preferred, and/or relevant work experience.
- Prior work experience with accounting systems and accepted collection practices.
- Excellent communication and problem solving skills.
- Highly organized and detail oriented, with the ability to multi-task and follow-up on all responsibilities.
- Demonstrated proficiency with PC- based systems and MS Office applications.

Primary Duties & Responsibilities:

- Make outbound collection calls in a professional manner while keeping and improving customer relations.
 - Initiate collection of customer accounts in order to minimize the company's days sales outstanding (DSO), delinquencies, and other bad debt exposure.
 - Identify issues attributing to account delinquency and discuss them with management.
 - Conduct investigations of new and existing customer credit exposure to maximize sales and limit bad debt.
 - Communicate and document customer A/R trends with appropriate individuals to identify collection or bad debt exposure.
 - Assist with processing customer payments, remittance application and various problem resolutions.
 - Maintain customer files and appropriate customer information on line and accessible.
 - Complete all other projects and tasks assigned by supervisor.
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We believe that people have always been and will continue to drive the success of our company. If this sounds like the opportunity for you, we invite you to submit your name for consideration.

Please send resume and salary requirements to: kconroy@rowmark.com