

Position title: Credit specialist/accounts receivable

Department: Finance

Job relationships:

Supervisor: Director of Finance

Position summary:

The credit specialist is responsible for the collection of past due accounts. This is done through mailings, telephone calls, faxes, internet, and in cooperation with legal counsel when necessary. All accounts must be continually monitored for credit worthiness. This job involves contact with other departments on a regular basis. Contact with customers and customer credit references is required on a continuing basis. This person is responsible for preparing credit memos, miscellaneous invoices, authorizing the return of merchandise, and identifying and posting in-coming cash on a daily basis. Additional tasks include accumulating and preparing data for 1099 reporting, bid reporting, and performing back-up for accounts payable and sales tax functions as required.

Duties and responsibilities:

1. Monitor existing customer accounts for continued credit worthiness based on analysis of past performance and current information. If credit issues are discovered, make necessary decision to put the customer on "hold shipments" or "hold bookings" status and maintain customer comments report in GAD regarding previous credit issues. Close contact with customers on hold is necessary to resolve issues as soon as possible so shipments can continue.
2. Responsible for posting all incoming cash transactions. This includes identifying and posting incoming wires, deposits, credit card payments, and checks on a daily basis, doing necessary adjustments (i.e., write offs, refunds/overages, etc.), and keeping the GAD accounts in clean and accurate order. Also includes updating all necessary fields in the funding opportunities in SLX, keeping the physical file up-to-date and determining the appropriate write off amount. This involves pulling physical files and entering all information in SLX system, pass on for further billings, crediting credit cards or refunding when overages occur, contacting the paying customer when doing adjustments, then closing the files and send to closed file room when completed.
3. Receive incoming cash, identify it, and pass on to funding, sales, or the service department as needed for processing orders. Attach identifying information concerning the payment, total the deposit, and pass on to the accounts payable/invoicing specialist for depositing.
4. Review all incoming cash after it has been posted to accounts for accuracy, and release orders that were on hold awaiting payment.
5. Responsible for the collection of past due accounts through mailings, phone calls, faxes, internet, and collection agencies or legal counsel when necessary. This involves keeping monthly record of accounts receivable aging, tracking payments received and outstanding accounts. This is for both PRC and The Center for AAC & Autism.
6. Report monthly to the director of finance on the condition of the aged accounts receivable, projecting estimated collections for the month, and alerting to potential bad debts.

7. Responsible for the collection of payments returned for insufficient funds. Must contact customer immediately and resolve in a timely manner.
8. Handles customer questions, complaints, and problems once an order has been invoiced. Must complete all necessary follow-up in a timely manner so the payment process will not be delayed. This does require follow-up with the customer on a regular basis for PRC and The Center for AAC & Autism.
9. Responsible for contacting customers when insurance co-pays are due, and have not been collected. May also include setting up a payment plan for them. Determine when to waive late charges, freight charges, and rental extensions charges.
10. Handle shortages, tax write offs, and adjustments. This task requires contacting the customer and obtaining proper paper work for exemption status. Also determining when to adjust off short payments or contacting the customer regarding the shortage(s).
11. Follow up when we receive duplicate payments. Inform the customer and set up for refund or return check, or apply to other outstanding invoices.
12. Responsible for communicating customer complaints or problems discovered during the collection process to the person(s) responsible for assuring a timely resolution that is satisfactory to all parties involved.
13. Responsible for gathering information from customers to issue a refund check. This requires informing the customer of the scheduled time frame of payment. Also, need to obtain the proper information needed for reimbursements.
14. Responsible for keeping the customer's account accurate and up to date. This task includes preparing adjustments with correct general ledger codes. This involves regularly adjusting for finance charges, funding write off's, bad debts, etc.
15. Generate monthly statements to the customer. This requires checking the statement for accuracy, adding additional information that may be helpful to the customer to expedite payment in a timely manner, and mailing the document to the customer. Also, answer any questions the customer may have about their statement of account once they have received the inquiry, then faxing, emailing or mailing copies such as invoices, purchase orders, proof of delivery, authorizations, etc., as needed for both PRC and The Center for AAC & Autism.
16. Responsible for authorizing the return and/or exchange of merchandise. Assigns return authorization numbers and determines what credit or other merchandise the customer needs to best resolve the issue. This involves close communication with the service department, the funding department, the shipping dept. And the sales department to see what items will best serve the customers' needs, and also involves determination of credit amount, restocking fees, shipping or tax credit, etc., to assure customer satisfaction while following the guidelines of company policies.

17. Authorizes the trade in of used PRC devices as credit toward new merchandise following company policies, and assigns return authorization numbers for their return. This involves setting up credit invoices for returns and applying to new purchase orders when shipped. This also means staying in close contact with sales and shipping department.
18. Responsible for placing customers on "credit hold" or "hold bookings" that are beyond normal terms, which includes stopping shipment on orders to these customers. Monitor the "orders to ship report" and alert the shipping department when an order has been approved and released for shipping. Must contact the customer immediately and resolve credit issues in a timely manner so as not to reduce shipments.
19. Adjust the customer(s) credit limits as needed. Must assess customer accounts to determine if and when the credit limits may be raised to allow higher shipping dollars. Must determine credit worthiness in doing so.
20. Complete detailed accounts receivable schedules on a monthly basis and for the year end audit. Must work closely with the auditors to verify and explain accounts in detail. Also, work closely with the director of finance to make recommendations of possible bad debts and review resolutions to problem accounts.
21. Follow up on bankruptcy notices received regarding customers to be sure that there are no outstanding invoices and placing notes in those accounts to avoid any future loss to the company.
22. Assist in preparing government, state agency, veteran administrations, and school district forms and billing requirements to ensure timely payments. This sometimes involves close contact with the customer through phone calls and faxes to assure that proper paper work is completed. This may also involve learning various web portal programs in order to follow the customers billing policies and procedures. Also responsible for collecting data and completing monthly and annual reports as required by customers.
23. Create all credit memos needed due to rental purchases, return of equipment, exchanges, discounts, refunds, and/or other adjustments as needed. This must be done in a timely manner. This involves creating new sales orders for the exchanging equipment, generating refund requests, visa charges/credits, or monies placed on account for future purchases, depending on customer preference and company policy.
24. Assist the service department with their invoice processing questions by aiding in securing payments, and handling any state documentation which needs to be completed to ensure payment. Also following up after invoiced to apply cash or visa payments on account.
25. Generate "SFP" invoices as needed to accommodate customers special billing requests. These include non-returned service loaners, non-returned rentals, adjustments and special funding requirements.
26. Generate debit memo or pending invoice in GAD. This includes miscellaneous invoices, NSF check adjustments, etc. Assign general ledger codes to each invoice and check invoices for completeness and accuracy.

27. Handle in-coming calls regarding our billings for LAMP trainings through The Center for AAC & Autism. Also monitor their accts receivable which is included in GAD, and process and send out statements/mailings, using their letterhead and envelopes.
28. Back-up person for the accounts payable specialist which requires the ability and knowledge to enter all items needing paid into the GAD system, and identify and process all necessary payments for the company.
29. Back-up person for daily invoicing and preparation of daily deposit(s) to keep the finance department running efficiently during vacations, illnesses, etc. When doing the daily deposit, responsible for giving that deposit to someone else to post into GAD.
30. Responsible for balancing and completing the monthly and annual report of funding write-offs, to ensure that the trial balance numbers are accurate.
31. Back-up person for sales tax reporting. This includes generating reports from our tax system, and the proper completion and payment of each state's sales/use tax returns.
32. Accumulate and prepare information for annual 1099 reporting of other income. This includes working closely with the director of finance and accounts payable to be sure that all required payments are reported on the 1099 form for the U.S. government. This must be done in an accurate and timely manner as required by law. Must have knowledge of legal requirements and/or ability to research the tax laws to be sure reporting is done correctly. Must also have understanding of the software to prepare the 1099 forms.

Qualifications required:

Knowledge:

1. Associates degree with an accounting curriculum and 3 years work related experience or equivalent work-related education/experience.
2. Excellent communication skills both verbal and written.
1. 3. Excellent and accurate keyboarding skills.

Skills:

1. Ability to work independently, to take the initiative to follow
2. Through without direct supervision.
3. It is imperative to have strong communication, organization, analytical, mathematical, and teamwork skills.
4. Must be knowledgeable of the company's policies and practices relative to rentals, exchanges, credits, trade-ins, sales tax, collection of accounts, and special agreements.

5. Must be able to organize and maintain efficient work systems.
6. Must be able to remain calm and steady in a high-pressure environment with diverse and fluctuating demands and deadlines.
7. Must have excellent keyboarding and computer skills for doing word processing, building databases and spreadsheets, GAD, Microsoft programs, Sales Logix, and e-mail processes.

Training and/or prior experience:

1. Three years of work related experience
2. Estimated 1 to 2 years of training to understand all aspects of this position.

Span of control:

Financial: This position has a direct impact on the company's cash flow by keeping collection time to a minimum. This person is authorized to negotiate prices on equipment in special cases and waive unpaid charges within established guidelines.

Communication: this position requires frequent contact with persons inside the company and with customers. Due to the nature of the contacts (collecting past due accounts and resolving problems with customers) this position requires extreme tact, considerable negotiating and excellent problem-solving ability and must maintain customer satisfaction and confidentiality.

Physical and environmental requirements:

- Stopping. Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Kneeling. Bending legs at knee to come to a rest on knee or knees.
- Crouching. Bending the body downward and forward by bending leg and spine.
- Reaching. Extending hand(s) and arm(s) in any direction.
- Walking. Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- Pushing. Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Pulling. Using upper extremities to exert force in order to drag, haul or tug objects in a sustained motion.
- Lifting. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping. Applying pressure to an object with the fingers and palm

- Talking. Expressing or exchanging ideas by means of spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers
- Light work. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.
- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.
- The worker is not substantially exposed to adverse environmental conditions.