

US Supply Company, Inc

Job Description

Position Title: **Credit & Collections Specialist**
Reports To: **A/R & Credit/ Collections Manager**
Direct Reports: **None**
FLSA Status: **Non-exempt**

JOB SUMMARY:

The Credit & Collections Specialist assists the Credit Manager in the approval process of credit for customers and in the collection of past due accounts to support the company's risk profile, goals and budget . This will generally be accomplished by monitoring and maintaining existing customer accounts in good credit standing and developing creative and workable solutions to promote payment by customers with cash flow and payment issues. Additional responsibilities will include evaluation and analysis of new potential customers to determine credit worthiness in keeping with Company's procedures and goals as well as backup to all functions of the A/R Specialist role.

DUTIES AND RESPONSIBILITIES:

1. **Existing Accounts:**
 - a. Collect outstanding accounts receivables on accounts with payment terms and for customers' issuing uncollectable checks
 - b. Review and release orders for customers who hit credit hold throughout the day
 - c. Evaluate customers for requested or needed account changes
 - d. Understand regulatory procedures and process necessary paperwork through the legal system for collections, liens, bonds, bankruptcy
 - e. 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
 - f. Develop spreadsheets to track required specific customer information
 - g. Deliver excellent customer service, communication and follow-through to accurately and timely resolve billing issues, service charge issues, charge backs
 - h. Update customer files to maintain integrity of the information

2. **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

3. **Miscellaneous:**
 - a. Maintain all customer files and document all communications in the customers' logs
 - b. Review and process necessary actions on reports to include: Inactive, Open Orders, Tax Exempt, Freon, Approved Buyers lists
 - c. Update information for our Credit group and attends monthly meetings
 - d. Submit needed information for credit inquiries
 - e. Help develop new processes and improve existing ones

- f. Back-up responsibilities of A/R Specialist to include: reception, post customers' checks and cashbox reports, open and distribute mail, process and distribute invoices/statements (see A/R Specialist job description)

Qualifications:

1. High school diploma or GED
2. Minimum 2 years collections 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
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