JOB DESCRIPTION

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| **TITLE:** | Collections Coordinator | **DATE:** | 5/2017 |
| **REPORTS TO:** | AR Manager | **FLSA STATUS:** | Hourly Non-Exempt |
| **DEPARTMENT:** | Accounting | **MGT/SPVR:** | No |

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**SUMMARY**

Work normally requires a good knowledge of basic bookkeeping procedures but does not require knowledge of accounting principles. Typical duties include incoming cash postings and reconciliations, AR collections, etc. This position also includes accounts receivable and/or payable coordinators at this level.

**Essential Duties and Responsibilities** *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*. Other duties may be assigned.

**Cash Postings:**

* Daily postings of total company incoming checks and wire payments to customer AR accounts (resolve any discrepancies)
* Daily postings of credit card payments to customer AR accounts and reconciling batches to credit card processor statements
* Daily remote deposit of checks
* Research and reconcile customer accounts with open balances due to cash posting variances

**AR Collections:**

* Review and mail/email invoices & monthly customer statements
* Contact customers with current balances due and follow up with promises to pay made but not yet received
* Help with collections on accounts assigned by Lead Accounting Coordinators (act as a backup when they are out of office)

**Other:**

* Monitor AR mailboxes and distribute/respond to emails as needed
* Complete vendor forms and W9 requests from customers
* Track customer collections activity and correspondence
* Process credit card payments when necessary
* Learn Avalara Cert Capture and assist with tracking and collecting customer resale certificates.
* Recommend policies and/or procedures to management and implement approved procedures and/or changes.
* Attend and participate in biweekly AR huddles and accounting team meetings
* Assist accounting team with tasks when needed
* Performs other duties as assigned

**Competencies**

* Detail Oriented
* Ability to accurately and timely process large volumes of data and input transactions into ERP system
* Able to translate bank statements and credit card statements, and customer correspondence to accurately post cash to corresponding A/R accounts and invoice line items
* Ability to reconcile cash accounts, bank statements, A/R customer summary statements and determine appropriate accounting treatment for resolution
* Moderate level of Excel skills
* High Ethical Conduct.
* Influencing and Inter-Personal Communication Proficiency.
* Personal Effectiveness/Credibility.
* Dynamics AX &/or Dynamics 365.

**Supervisory Responsibilities**

This position has no supervisory responsibilities.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Required Education and Experience**

**Collections Coordinator 1** - Requires a high school diploma or GED plus Bachelors Degree and up to 2 years of related experience; or equivalent combination of education and experience. Has knowledge of commonly-used concepts, practices, and procedures within field. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Operations database experience is preferred, as well as previous working experience with Lotus Notes, Microsoft Word, and Excel.

**Collections Coordinator 2** - Requires a high school diploma or GED plus Bachelors Degree and up 2-5 years of related experience; or equivalent combination of education and experience. Familiarity with standard concepts, practices, and procedures within field. Relies on limited experience and judgment to plan and accomplish goals. Operations database experience is preferred, as well as previous working experience with Lotus Notes, Microsoft Word, and Excel.

**Collections Coordinator 3** - Requires a high school diploma or GED plus Bachelors Degree and at least 5 years of related experience; or equivalent combination of education and experience. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of tasks. May lead, train and direct the work of others. A wide degree of creativity and latitude is expected. Operations database experience is preferred, as well as previous working experience with Lotus Notes, Microsoft Word, and Excel.

**Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals written in English. Ability to write routine reports and correspondence in English. Ability to identify and pursue missing or incomplete data. Ability to speak effectively, in English, before small groups of customers or employees of organization.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent. High level of accuracy and attention to detail. Extensive background in use of word processing and database programs.

**Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Certifications, Licenses, Registrations**

None required.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel. The employee frequently is required to reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.