



SUMMARY:

As an Accounts Receivable/ Collections Specialist, this individual will take ownership of the financial health of the Accounts Receivable Aging, including contacting customers on outstanding transactions and addressing customer inquiries regarding their account. This person will also address any payment irregularities with the customer.

ESSENTIAL FUNCTIONS:

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Contact customers to ensure payment on outstanding transactions
- Monitor and address credit hold transactions and resolve
- Reconcile irregularities in payment receipts
- Address and resolve customer inquiries (AR emails, Imaging Billing Hunt Group, etc.), involving billing or sales personnel as needed
- Update customer records with contact information, electronic invoicing, purchase order requirements, credit holds, and payment terms as it relates to Accounts Receivable
- Collaborate and follow-up with other accounting staff to ensure accuracy in financials
- Review monthly customer statements
- Work with Collection Agency as needed
- Process credit application and customer requests for electronic payment information and Federal W9 Form
- Utilize programs and software that include but are not limited to ERP Software, Document

- Storage Software, Microsoft Office Products, and credit card application

GENERAL REQUIREMENTS:

- Extremely detail-oriented and organized
- Analytical and procedure-driven with strong researching and problem-solving skills
- Adaptable and time-efficient
- Self-motivated, flexible, and take initiative
- Excellent verbal and written communication skills
- Prioritize customer service and client satisfaction

WORK ENVIRONMENT:

An Accounts Receivable/ Collections Specialist works primarily in the office, communicating with the accounting team, customers, and other PERRY proTECH personnel as needed. This person must be able to sit for an extended period of time.

QUALIFICATIONS:

- Previous accounting or customer service experience is required
- Proficient in Microsoft Office Suite
- Associate degree in accounting, finance, or related field is preferred