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Job Title: Credit and Collections Specialist
Department: Accounting
Reports To: Credit/Collections Manager
FLSA Status: Non-Exempt
Approved By: Heather Mort
Approved Date: 11/8/2017
Revision: A

SUMMARY: Assists in day-to-day accounts receivable and credit functions by performing the following duties in order to ensure past due customer balances are resolved in a timely manner

ESSENTIAL DUTIES AND RESPONSIBILITIES: Other duties may be assigned.

- Collect delinquent accounts by contacting assigned customer by the best method daily and providing necessary support.
- Mail, email, fax invoice copies and customer statements per request
- Resolve customer's short payments for Sales Tax by ensuring we have the appropriate certificate, or obtain it, and issuing the necessary credit and rebill.
- Research and resolve debits taken by the Customers efficiently
- Identify, research and resolve discrepancies related to short payments
- Apply Customer payments as necessary.
- Prepare/Maintain various spreadsheets for reporting purposes
- Run routine reports as requested by Management
- Support Sales/Marketing and Credit functions when needed to drive DSO improvements.
- Responsible for complying with the company's Environmental Policy Manual, applicable work instructions and reporting any environmental nonconformance and/or potential nonconformance to supervision or management.

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.

EDUCATION and/or EXPERIENCE: Bachelor's degree or equivalent from a four-year college or technical school; or two to five years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, percentages, and knowledge of accounts receivable aging.

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.

CERTIFICATES, LICENSES, REGISTRATIONS: Any additional training is beneficial.

OTHER SKILLS AND ABILITIES: Good interpersonal, communication, and organizational skills. Advanced knowledge of Microsoft Office products (i.e. Excel, Outlook, etc.).

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; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds.

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. The employee regularly works in an indoor, temperature controlled facility.