



JOB DESCRIPTION

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| Position: | Collection Specialist |
| Date: | 2022 |
| Reports to: | Controller |
| Overview: | The Collection Specialist is an excellent communicator with strong negotiation skills and the ability to work through obstacles to get results. The successful candidate can balance between maintaining positive customer relationships and obtaining timely payments. In this role, the motivated candidate will be assisting with all aspects of Credit Management, Collections and support functions including but not limited to cash collections, aged receivables delinquency, and dispute escalation and resolution for their respective portfolio of accounts. |

Responsibilities include:

- Manage a portfolio of customer accounts assigned to reduce DSO, Bad Debt, W/O and improve Cash Flow
- Maintain detailed online documentation of collection action taken and correspondence between customer (external and internal) regarding issues impacting payment or the account
- Follow-up with clients on overdue accounts
- Establish and negotiate payment arrangements with customers as needed
- Identify and recommend to the Credit Manager customers for credit hold, legal or third-party action to mitigate AFDA risk
- Prioritize efforts and determine the most effective means of collections
- Follow up with customers promptly on invalid claims to secure repayment
- Perform customer account reconciliations including the direction / application of unapplied credits / cash
- Customer interface and point of contact for the cash application specialist relating to payment allocation including follow-up of unresolved debit notes and invoicing disputes
- Act as a control point for AR specific policies and processes
- Follow up with various departments within the business to resolve customer issues relating to delivery of goods/services
- Request appropriate adjustments and corrections as necessary
- Respond to client account queries in a timely and professional manner
- Educate customers on Next Supply terms and various payment/billing options
- Other tasks as required

Skill Requirements:

- 6+ years of credit and collection experience in a high-volume environment
- Enrolment in the CCP program is an asset
- Computer skills: proficiency in MS Office; Excel (needs to be strong), Word, etc.
- Excellent time management skills
- Ability to prioritize and work in a fast-paced environment
- Dispute resolution and strong negotiating skills
- Excellent written and verbal communication skills
- Customer driven and results oriented
- Computer skills: proficiency in ERP, Infor SXE is an asset
- Previous customer service experience preferred
- Excellent interpersonal skills and ability to build relationships
- Excellent customer service skills are required
- Experience in construction collections is an asset