

JOB DESCRIPTION

Title: Credit and Collections Assistant Manager

Reports To: Credit and Collections Manager

Location: Head Office

Position Summary

The A/R assistant manager will support the Credit manager in the daily functions including but not limited to supervising staff, collections, order releasing, reconciliation of active assigned accounts and reporting on various accounts receivable report.

Position Responsibilities

Accounts Receivable

- Assist the AR manager to coach team to handle and resolve internal and external customers issues
- Assist AR manager for preparation of weekly, monthly and year end reports
- Understand the business practice to assist the AR manager
- Assist the AR manager with special projects when required
- Works closely with AR manager in all areas of Accounts Receivables
- On a weekly basis, reviews overall collections performance, reporting, reviews past due accounts with AR manager
- Serve as back up of AR manager and other team members in his/her absence
- Setting up all credit applications in the system and preparing welcome letters to be sent to customer
- Creation of customer files for new customers and maintaining / updating files when required
- Calling customers and following up on outstanding invoices to ensure payment is received according to credit terms granted
- Contact customer if there is a problem with the cheque application, if back up is missing or if invoices were skipped/missed
- Investigating customer credit status with the Credit Bureau to review debt owed to determine likelihood of payment
- Liaison between A/P and customer for supplier returns and direct pick ups
- Investigating customer inquiries with Sales team including following up on customer concerns i.e. pricing issues/credits
- Following up with Branch managers for customer issues related to product returns
- Assisting customer with any questions or concerns they have regarding their account
- Occasionally assisting with G/L reconciliations
- Able & willing to work extra hours to meet deadlines
- Perform other duties and tasks as assigned by management

Qualifications and Skills

- 8 + years of previous experience in a similar role is required
- Credit designation required
- Experience in credit reporting and account reconciliations is required
- Excellent customer service skills is required
- High sense of urgency and strong work ethic
- Proficiency in Microsoft Office (primary Excel)
- Team oriented – ability to work well with others
- Excellent written and verbal communication skills
- Excellent organizational skills and attention to detail
- Ability to react quickly, provide solutions to problems and result oriented

