

Position: AR Specialist



Position Classification:	Full Time / Non-Exempt
Position Reports to:	Accounting Manager
Position Supervises:	None

Position Summary

The AR Specialist is responsible for managing the company's accounts receivable functions including billing and collections. The individual in this role serves as the main point of contact for all inquiries related to customer invoices and collections.

Responsibilities

Duties include but are not limited to the following:

Essential functions

The AR Specialist will play an integral role in the success of the Accounting team. Specifically, s/he will be responsible for:

- Setting up new customers in the accounting system and communicating new customer numbers to appropriate personnel.
- Documenting customer approved credit limits within the accounting system and communicating with appropriate personnel when customers reach their set credit limits.
- Organizing the billing packets received daily to distinguish between customers billed on a per sales order, weekly, bi-weekly, and monthly basis.
- Generating customer invoices in a timely manner from billing packets.
- Managing and following up on all "rework" questions for CSR group.
- Reviewing all completed billing for accuracy.
- Sending completed invoices and credit memos to customers.
- Processing all approved credit memos and invoice adjustment requests.
- Serving as the primary point of contact for internal and external parties inquiring about invoices.
- Responding to customer requests and questions via telephone and email.
- Performing collection calls and emails.
- Informing Accounting Manager of collection issues.
- Accepting, processing, and recording credit card payments.
- Processing check deposits daily with the bank and posting in the accounting system.
- Recording customer wires received daily.
- Conducting account research and analysis, as necessary.
- Generating and sending customer statements, as requested.
- Updating current customer pricing and notes within the accounting system.
- Reviewing project logs monthly to ensure all billing for the month is complete.
- Filing Finance department documents and maintaining proper records.

- Protecting Ingenium by keeping information confidential.
- Recommending process improvements and helping implement when approved by management.
- Other duties as assigned by supervisor.

Non- Essential functions

- Periodically assisting Accounts Payable with various administrative tasks.
- Retrieving, sorting, and distributing daily mail received by USPS.

Qualifications and Experience

- 3-5 years progressive experience performing accounting duties, specifically in accounts receivable roles
- Strong general math skills
- Resourceful, self-motivated with a sense of urgency and strong work ethic
- Adept at time management and able to work within finite deadlines
- Ability to work independently using good judgement and as a team player
- Must possess strong analytical skills and the ability to present results of analysis
- Must have positive attitude
- Capable of regularly using good judgement and problem-solving skills to accomplish goals and work requirements
- Excellent communication skills including written, verbal, and listening, with the ability to effectively communicate with and work well with others in order to manage projects, department deadlines, customer and internal request expectations, etc.
- Embodies strong traits such as decision-making, problem solving and possessing good judgment
- Must exude professionalism
- Pleasant telephone manner with an upbeat and friendly demeanor
- Ability to project a calm and professional demeanor regardless of the type of environment (calm or fast paced).
- Exceptional organizational skills with a high consideration to detail and high level of accuracy
- Driven and highly self-motivated
- Desire to learn in a fast-paced environment
- Trustworthy, honest, respectful, and flexible
- Must be able to be entrusted with confidential information
- QuickBooks experience preferred
- Proficient computer skills working with various office equipment, computers and various programs including Word, Outlook, PowerPoint, Excel, etc. and the ability to effectively work on spreadsheets, word processing, networking, and e-mail programs.
- Knowledge of basic Microsoft Excel functions and formulas
- Previous experience in environmental services preferred but not required

Core Competencies

Time Management

Successful AR Specialists use time to their advantage. They schedule specific times to complete tasks, avoid procrastinating, prioritize their tasks in line with department deadlines and goals, start their most difficult tasks first thing in the morning, follow up on requests, and use downtime for planning and preparation. They break up projects into specific action steps and keep the process moving. They keep organized records for quick reference when completing tasks. Top AR Specialists understand their tasks, why they are performed, and how they fit into the big picture. They recognize that if something doesn't seem right, it probably isn't, and they seek an explanation before completing their work. Understanding the big picture will help them to prioritize and ask for help when necessary instead of spending time caught up in unnecessary details.

Communication

Successful AR Specialists have strong communication skills. They provide regular updates to their managers and communicate the status of their workload to both managers and coworkers, especially during month-end and year-end closes. If they discover an issue, they ask for help when necessary and present potential solutions while discussing with their manager. They have strong verbal and written communication skills and are adept at knowing which form of communication should be used in each situation. They interact well with customers and provide a high level of customer service.

Attention to Detail and Accuracy

Accuracy is key in the field of accounting. AR Specialists must become experts at self-review by coming back to their work as a reviewer would to find any mistakes before finalizing and sending to the customer. They must also develop an understanding of materiality: the bigger the dollar amount relative to the whole, the more times they check it.

Professional Integrity

Every member of the accounting department must demonstrate the highest standard of professional integrity, adhere to company policies and procedures, comply with applicable laws, and government rules and regulations. Each member of the accounting department is responsible for safe-guarding the assets of the company, including keeping information secure that not all external or internal parties may be privy to.

Team Work

The accounting department works together daily to complete projects and meet deadlines, which makes team work imperative. Top AR Specialists make their manager's priorities their priorities and gain a reputation for taking extra steps even for small tasks and provide solutions rather than creating different problems. They assume that their manager is always pressed for time and has a deadline to meet. They communicate what their planned priorities are but offer to help with more pressing matters if necessary. This flexibility and willingness to help wherever needed helps ensure that the department's goals and deadlines are met.

Problem-Solving

A successful AR Specialist must have the ability to identify issues that arise and use the tools available to him or her to work through them, if possible. The key to this is understanding how much time to work through an issue independently before bringing it to another manager of the team or a supervisor.

Education and Certifications

- Associates degree or functional equivalent preferred

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.

- Work is performed in a temperature-controlled office environment.
- While performing the duties of this job, the employee is required to walk 10% of the time, stand 10% of the time and sit 80% of the time.
- The employee will occasionally lift and or carry up to 25 lbs.
- Employee may use computer, phone, copier and other office equipment in the course of a day.
- While performing the duties of this job, the employee is occasionally required to use hand to finger, handle or feel objects, touch and use tools, reach with hands and arms, climb stairs, bend, stoop, twist, lift, reach, push, pull, grasp, balance, kneel, crouch, crawl, grasp, talk, hear, and walk during the course of employment.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and an ability to adjust focus.
- Employee may be required to travel for business purposes.

Environment

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing this job, the employee is exposed to weather conditions prevalent at the time. This may include warm, hot or cold temperatures. The noise level in the work environment is moderate.

Work Schedule

As a non-exempt hourly employee, the employee shall work a designated schedule as assigned by management. Employee shall not work over 40 hours per week without prior authorization from management but if so, will earn overtime for any work performed in excess of 40 hours per week, 8.0 hours a day. Employee must also follow company's policies regarding required meal breaks.

Acknowledgement for Receipt of Job Description

I have received a copy of this Job Description and have read and understand its contents. I understand that if I have any questions pertaining to this job description or my overall job duties, I will consult my supervisor immediately. Furthermore, based on business demands, I understand that the company may revise my duties at its discretion.

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Position Supervises:	None

Employee Information

Employees Name:	
Employee Signature:	
Date:	

Supervisor Information

Supervisors Name:	
Supervisors Signature:	
Date:	