



Credit and Collections Manager

Responsibilities:

The position of Credit and Collections Manager will be responsible for overseeing the Credit and Collections efforts for the Company and responsible for the supervision of the collections team (currently a team of 2). The manager will play a key role in the decision making process for the department and will be expected to work closely with the Corporate Controller on a daily basis in order to successfully bring resolution to any and all customer collection issues. In addition, the manager's responsibility will also include establish and maintaining relationships with customers to provide assistance with any issues they may encounter. The manager is also expected to contribute to the development of core processes for the department, monitoring the department's operations/processes, make recommendations on opportunities for improvement and work closely with other departments to implement processes and policies that contribute to accurate invoicing.

- The credit and collections role contributes to the development of policies and procedures for:

Customer AR management

Credit approvals and collections monitoring of all Accounts Receivable Troubleshooting customer accounts for payment, billing or service issues

Write-offs and bad debt reporting

Customer payment options and payment efficiencies

Key activities and responsibilities will include, but are not limited to the following:

- Work with customers to resolve account issues
- Monitor customer aging & credit limits
- Manage customer disconnect process for collection accounts
- Work with outside credit agencies
- Developing & enhancing department processes
- Credit approvals
- Bad debt, settlements & bankruptcies
- Month end reporting
- Development & communicate internal AR reports

Candidate Qualifications:

1. Bachelor's Degree.
2. 5+ years of credit and collections experience
3. Previous experience: credit & collections, accounts receivable management and billing systems.
4. Strong knowledge of billing systems and AR management.
5. Strong knowledge of collection laws and experience with credit approval processes.
6. Excellent analytical, mathematical, organizational and reporting skills.
7. Excellent computer skills & proficient in Microsoft Office.

The Ideal Candidate should demonstrate their ability to:

1. Understand company's operational processes & reporting requirements in order to ensure

corporate financial goals are met and all deadlines are met on a monthly basis.

2. Maintain and refine processes/methods for credit & collections department.
3. Identify business needs & enhance day-to-day operations.
4. Identify specifications for reports and participates in their development or enhancements.
5. Proactively evaluate processes and make recommendations for enhancements to financial operations and accounting systems to ensure operational efficiency.
6. Ensure the adequacy of company processes and execute collections processes professionally and consistently at a high level.
7. Continuously identify ways to enhance the credit & collections processes and create solutions by making clear and impactful recommendations to Management.
8. Take ownership of duties and responsibilities through proactive approaches to maintaining processes, while contributing to key process enhancements that drive value through the organization.
9. Clearly communicate their recommendations to management and demonstrate their ability to make good business decisions that have a positive impact and help move the business forward.
10. Quickly recognize key areas within their role by prioritizing items which have larger impacts on the business.