Collections Representative

Location: North Syracuse Headquarters **Employee Status:** Full Time / Hourly / Non-Exempt
Reports To: Collections Supervisor

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General Description:

The Collection Representative is responsible for maintaining customer accounts, collections activity and payment negotiation. The Associate will make collections calls to inquire on payment for invoices or deductions, negotiate and follow up on payment arrangements. This individual is also responsible for reconciling customer accounts, responding to inquiries, researching discrepancies, and interfacing with sales, operations, cash application and other credit & collections individuals. Involves extensive telephone customer contact.

Primary Responsibilities:

- Responsibility for applying Company's credit and collection polices practices and procedures to requirement of accounts assigned to the rep.
- Review and ensure that all collection activity is recorded accurately and appropriately in Goldmine and WDS with sufficient clarity, while ensuring confidentiality of the collection history.
- Review accounts to identify past due customers greater than 30 days old to ensure an appropriate action plan exists. Reports all exceptions to management.
- Review and approve for release of customer orders (Credit Hold) or provide alternative solution to release customer's order.
- Contact customers to expedite payment of past due invoices, make collection calls to inquire on payment for invoices or deductions, negotiate and follow up on payment arrangements.
- Enlist the assistance of other departments (Sales, Customer Service, etc.) to assist in resolving customer disputes.
- Research and resolve outstanding customer chargeback's/deductions to determine the legitimacy of the deduction and to take appropriate action. Interaction with sales and customer service will be necessary in determining the validity of customer deductions. to the appropriate expense account and adjusted off of accounts receivable. Invalid deductions should be resolved through customer contact for repayment.
- Maintains updates and corrects customer account discrepancies and informs other staff as needed.
- Responsible for account reconciliation and assists the with the cash application team with posting cash.
- Prepares adjustment worksheets for review by management after appropriate level of research and documentation is secured.
- Provide answers to customer inquiries regarding billing and/or payment issues/questions
- Obtain approval from Credit Manager for conversion of open accounts to cash status (COD) on the acceptance of payment plans time extensions compromise settlements and write-off of uncollectible accounts.
- Build strong relationships within customer hierarchy to help resolve complex issues.

Education:

- Associate Degree Preferred

Skills:

- Exceptional communication skills to function in a team environment and to maintain rapport with customers and sales representatives.
- Ability to effectively present information and respond to questions from customers, supervisors and colleagues.
- Analytical skills and attention to detail and are essential for problem solving and independent decision making.
- Responsiveness and strong follow through with issues.
- Strong computer skills with proficiency in Microsoft word, Excel, Internet research and customer relations data base.
- Ability to work in fast paced environment with stressful situations and stringent time lines with resourcefulness and initiative, ability to accept training and change with a positive attitude

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Send resume and cover letter stating areas of interest and appropriate skills to: hr@wynit.com