



Accounts Receivable Specialist

Job Scope

An accounts receivable specialist is responsible for managing and processing an organization's accounts receivable function. Their primary role includes ensuring accurate and timely collection of customer payments, maintaining updated customer records, resolving payment discrepancies, and providing excellent customer service. An accounts receivable specialist plays a crucial role in managing and processing an organization's accounts receivable function. They are responsible for ensuring the accurate and timely collection of customer payments, maintaining up-to-date customer records, resolving payment discrepancies, and providing top-notch customer service.

Responsibilities

- Generate and distribute accurate and timely invoices to customers.
Verify that invoices are complete, accurate, and compliant with company policies and customer requirements.
Maintain billing records and documentation, including sales orders, contracts, and supporting documentation.
Collaborate with the sales or customer service teams to resolve invoicing or billing-related inquiries or issues.
Monitor and track customer payments, ensuring timely receipt and posting of payments.
Apply payments to customer accounts accurately and efficiently.
Follow up with customers regarding overdue or outstanding payments.
Initiate collection actions and work closely with customers to resolve payment discrepancies or disputes.
Negotiate payment plans or settlements with delinquent customers when necessary.
Maintain accurate and up-to-date customer records and contact information.
Monitor customer credit limits and terms, and review the creditworthiness of new and existing customers.
Respond to customer inquiries regarding account balances, payment terms, or other account-related information.
Provide excellent customer service, addressing customer concerns and resolving issues promptly and professionally.
Collaborate with the sales or customer service teams to address customer payment issues or concerns.
Reconcile customer accounts and resolve any discrepancies or variances.
Prepare and analyze accounts receivable aging reports, identify delinquent accounts, and take appropriate actions.
Provide regular reports on accounts receivable status, cash flow, and collection activities to management.
Assist in month-end and year-end closing processes, including account reconciliations and

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reporting.

Requirements

- High school diploma or equivalent; associate's or bachelor's degree in accounting or finance is preferred.
Proven experience as an accounts receivable specialist or in a similar role.
Knowledge of accounting principles and practices related to accounts receivable.
Proficiency in accounting software or ERP systems.
Strong attention to detail and accuracy in data entry and recordkeeping.
Excellent organizational and time management skills.
Strong analytical and problem-solving abilities.
Excellent communication and interpersonal skills.
Ability to build and maintain positive relationships with customers.
Ability to work independently and as part of a team in a fast-paced environment.

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