

## **Connecticut Distributors, Inc.**

### **Job Description**

**Job Title:** Accounts Receivable Credit Care Representative  
**Department:** Account Receivable/Collection  
**Reports To:** Credit Care Manager  
**FLSA Status:** Non-Exempt  
**Prepared By:** Human Resources  
**Prepared Date:** April, 2015

**Summary:** Input checks, batch, balance and scan for deposit, also work with the checks returned with the drivers, COD maintenance, Release and Print the credit memos and file maintenance, investigate balances, learn State laws, work with drivers to keep in compliance. Keep track of sales associate's collection reports, answer customer and salesperson calls, warehouse and driver questions and requests.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned to meet business needs.

#### **Checks and State Laws,**

- Key checks received from mail, verify that checks balance then scan for deposit into bank
- Verify all COD and other Payments received by the drivers are processed.
- Notify drivers of cod status and answer question regarding deliveries in order to keep us in compliance with the laws.
- Learn state laws pertaining to payments of Liquor sales.

#### **Phone duty**

- Contact customer for payment discrepancies
- Answer customer and salesperson questions regarding invoices and payments send out copies of invoices and statements as requested
- Process online payments from the customer
- Communicate with the drivers regarding daily COD orders

#### **File Maintenance**

- Set up and perform maintenance to customer accounts as needed
- Make folders for all new accounts, verify signed credit application is in folder
- Scan Credit application into customer accounts in SAP
- Prepare Packets for delinquent and bankrupt accounts going to the attorney.
- Perform general clerical duties at the direction of management.

#### **COD and Manual invoices**

- Verify that the COD orders have been paid and list any issues on the COD spreadsheet
- Review the COD report for any discrepancies and follow up immediately to correct.
- Verify, Release and Print the credit memos
- Keep track of salesmen collection reports returned with drivers, if a pattern is noted list on spreadsheet.
- Change invoice terms if deemed necessary
- Track unpaid and short paid cod list report

- Maintain customer confidence and protect operations by keeping information confidential.
- Maintains organization's stability and reputation by complying with legal requirements.
- Maintains safe and clean working environment by complying with procedures, rules and regulations.
- Promotes healthy work environment by coordinating and cooperating with federal, state and local agencies.
- Contributes to team effort by accomplishing related results as needed.

**Qualification/Requirements:**

- Must have a high school diploma or GED.
- Excellent communication and telephone skills.
- Good grammar, voice and diction.
- Excellent customer care skills (friendly and personable demeanor, courteous and helpful).
- Ability to calculate figures and amounts to solve issues/problems quickly in relation to customer satisfaction
- Ability to read and interpret documents such as account statements, procedure manuals as well as company and state policies & procedures.
- Outgoing personality.
- Passion for taking care of customers.
- Patient, understanding and diplomatic..
- Experience in credit and collections is a plus.
- Good organizational skills.
- Team player and motivation to succeed.
- A work ethic based on dedication to the company and its mission.
- Basic computer, keyboarding and software skills including Microsoft Word, Excel and Outlook.
- Knowledge of SAP and basic SAP navigation skills are preferred.

**SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to three months' related experience and/or training; or equivalent combination of education and experience.

**LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos.

Ability to write simple correspondence in a professional manner .

Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**MATHEMATICAL SKILLS**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.

Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out simple one- or two-step instructions.

Ability to deal with standardized situations with only occasional or no variables.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Not required

**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.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and climb or balance. The employee frequently is required to stoop, kneel, crouch, or crawl. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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