

POSITION DESCRIPTION

Job Title: Accounts Receivable Support

Department: Accounting

Reports To: Controller

FLSA Status: Non-exempt, Full Time

Travel: None

Category: Office

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Summary: The Accounts Receivable Support works within the Accounting Department and contributes to the management and profitability of the company resources through the verification, reconciling, analyzing and processing of receivables.

Essential Duties and Responsibilities

The essential duties and responsibilities include the following. Other duties may be assigned.

- Payment Entry – ACH, check and cash
- Daily sorting of mail, both physical and electronic
- Daily review of the bank to verify payments received via ACH/EDI/wire
- Communicate pre-payments to Sales and Fulfillment
- Charging and refunding credit cards
- Basic troubleshooting of delinquent accounts
- Credit card charge reconciliations
- Weekly disbursement of aging reports
- Contact customers as needed regarding past due invoices, open balances, payments, statements and related issues
- Process monetary RMAs
- Keep customer accounts up to date
- Filing
- Clean up system issues
- ERP training
- Assist with claims
- Monitor open balances
- Daily bank deposits
- Responsible for being aware of and following all food safety protocols as required by Rishi Tea's food safety management system, as they relate to this position

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Goals of Position:

- Accurate and timely posting of receivables
- Improve cash flow through increased Receivable Turns
- Regular reporting of Benchmarks and other Measurables
- Further enhance the A/R procedures by gaining efficiencies where able and improving accuracy through process improvement
- Protect organization by keeping information confidential and secure
- Maintain strong customer relationships through effective communication with customers and sales staff
- Assist in the transition to the new ERP system

Supervisory Responsibilities: None

Sphere of Interaction: The A/R Support works closely with the A/R Specialist, Controller, Fulfillment and Sales Departments and with others as needed.

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.

Education and/or Experience

Required:

- Bachelor's degree and/or sufficient related work experience
- Basic knowledge and understanding of General Accounting Principles
- Basic knowledge of business principles and processes
- Microsoft Operating System and Office Applications, including strong Excel skills
- Business Accounting Software experience
- Ability to work independently and as part of a team
- Self-motivated and pro-active
- Highly effective and persuasive communication skills
- Customer relations management
- Filing and document management
- Proficient and accurate ten-key and keyboard data entry
- Process improvement and documentation
- Attention to detail
- Time-management, prioritization and organizational skills
- Observant, analytical, inquisitive and attentive
- Ability to maintain focus in a fast paced, open environment

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Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Cost Consciousness** - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Analytical** - Synthesizes complex or diverse information; Able to parse large amounts of data and distinguish the pieces with a large impact; Uses intuition and experience to complement data; Designs work flows and procedures; Employs logic when solving problems.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Written Communication** – Writes concisely and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

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- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to effectively communicate details, concepts, analysis results, and substantiation via verbal or written mediums. Ability to speak effectively and present information before groups of customers or employees of the

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organization.

Mathematical Skills

Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and apply concepts to practical situations. Ability to read and interpret figures, graphs and plots. Ability to manage, organizes, analyze and decipher large amounts of data.

Reasoning Ability

Ability to apply common sense understanding to carry out written or oral instructions. Ability to deal with problems involving concrete variables in standardized situations. Ability to solve problems via a logical, analytic approach.

Computer Skills

To perform this job successfully, an individual should have intermediate PC skills and proficiency with CRM tools, internet software, LinkedIn and Microsoft Office applications including Outlook, Word and Excel. Must have the ability to operate general office equipment including copier and fax machine.

Other Skills and Abilities

Ability to multi-task. Ability to work in a fast-paced environment. Strong time management and organizational skills. Ability to work under dynamic schedule constraints and consistently meet deliverable timelines.

Physical Demands

While performing the duties of this Job, the employee is regularly required sit for long periods of time and occasionally to stand, walk, talk or hear. The employee is frequently required to use hands to reach, touch move documents and perform data entry. The employee is occasionally required to stoop, kneel, crouch or crawl. The employee must occasionally lift up to 50 pounds Specific vision abilities required by this job include close vision with paperwork and long periods on a monitor. The position requires at times to have phone conversations holding a handset or wearing a headset

Work Environment

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