

Position Profile:

The Credit Coordinator is primarily responsible for analyzing credit worthiness and establishing credit terms and limits for strategic retail and large independent retail customers. This position will be responsible for review and release of pending orders, and contacting B2B customers using soft collection skills, with the objective to collect past due invoice balances while retaining the relationship. The role is also responsible for understanding the assigned customers' underlying causes for slow invoice payments impeding cash flow, minimize Days Sales Outstanding and reduce bad debt.

Work Responsibilities:

With limited supervision, follows the established credit policies, procedures, and guidelines and to support the Accounting Team, as well as Customer Operations, Sales, and Distribution teams, as necessary.

Manage all strategic partner and large independent retail customer accounts

- Onboarding new customers, including analyzing credit worthiness and establishing credit terms, verifying sales and use tax certificates are on file prior to shipping and credit limit, customer discounts and payment terms are accurately reflected in the ERP system
- Release orders to shipping
- Contact and follow up as necessary with customers regarding accounts to secure payment on past due invoices and expedite new orders, maximize sales, and minimize credit risks.
- Quarterly review of financials and/credit reports to track trends or changes in a customer's credit worthiness
- Follow up on credit memos that may need to be issued for chargebacks or short pay discrepancies.
- Review trade references and credit reports for prospective customers
- Develop relationships with sales, the sales operations team, customers AP contacts, distribution and other credit/accounting team members.
- Work with sales to understand the yearly sales plan for each customer account
- Communicate credit terms, potential credit holds, available credit limit for new orders, and chargeback balances to the internal sales operations, sales, and distribution teams as necessary.
- Prepare weekly AR aging and send to distribution list
- Maintain all customer AR aging tracking workbooks
- Responsible for all credit card orders, including releasing to shipping and managing declines
- Participate in the team's credit meetings and internal strategic partner meetings to share updates on order statuses and collections efforts
- Moderate the strategic partner bi-weekly AR aging meeting
- Prepare ad-hoc credit metric reports

General Responsibilities:

- Supports CURIO Cornerstones and strives for individual leadership by using cornerstone behaviors in the workplace and in daily decision making.
- Follows all policies and procedures of the company. Works cooperatively with all departments, maintaining a positive work atmosphere by acting and communicating in a manner that promotes cooperation with co-workers, supervisors, and managers.
- Actively seek individual development through taking advantage of opportunities for skill enhancement. Keep up to date with the latest best practices, trends, concepts, and regulations in the specific job area.
- Manage time effectively, meet personal goals and work effectively with other members of the team to meet CURIO goals.
- Follows all safety guidelines and polices. Makes supervisor/manager immediately aware of any observed safety issue. Keeps work area clean, safe, and organized.

Position requires extended work hours as necessary to meet seasonal deadlines. Performs other duties as assigned.

Minimum Qualifications

- High School Diploma or equivalent
- Three years' experience in an accounting, credit, or collection environment
- Experience with enterprise planning software platforms (ERP).

Computer and/or software qualifications:

- Basic level of proficiency in Microsoft Excel, Word, Outlook

Required Core Competencies:

- Ability to communicate effectively (verbally and written).
- Excellent customer service, relationship building and collaboration skills.
- Ability to handle difficult and stressful situations with professional composure.
- Ability to listen and interpret from customer conversations.
- Ability to problem-solve a variety of situations.
- Ability to work independently and use excellent judgement.
- Demonstrated ability to think ahead and anticipate issues, and to use problem solving and reasoning skills to resolve.
- Strong attention to detail with ability to organize and prioritize multiple tasks and ensure on-time completion in a fast-paced environment.
- Ability to process, maintain and protect company confidential/proprietary information.

Work Location: This is a hybrid role, with the requirement to work in the local office Tuesday – Thursday, and at home Monday and Friday.

Overnight Travel Requirement: less than 5%

Hybrid Working Environment and Physical Demands:

- General office or home office environment: Works at a desk in a well-lit, air-conditioned cubicle/office/home office, with moderate noise levels.
- Ability to sit for hours at a time, viewing computer monitor on a constant basis. Some walking and standing relative to interaction with other personnel.
- Occasionally required to lift and/or move items weighing 10 – 15 pounds.
- When in a facility, occasional exposure to dusty and fragrant conditions, varying temperature levels, work near moving mechanical parts, and high noise environments is possible.

*** Note: This job description does not restrict CURIO's right to assign or reassign duties or responsibilities to this job at any time. This document does not create an employment contract, implied or otherwise. It does not alter the "at will" employment relationship between the company and the employee.*