

Position Profile:

Accounts Receivable Specialist is responsible for processing invoices, credit and debit memos, charging credit card payments, preparing deposits, and the application of customer payments to all customer accounts.

Work Responsibilities:**Prepare invoices**

- Process invoices daily
- Print customer specific invoices for shipping to be included in customer's shipment. (Requests are received via email)
- Post invoices in Syteline ERP System
- Invoice employees for company product purchases

Prepare deposits and enter cash receivables

- Prepare and enter any cash receivables in Syteline daily
- Enter US and Canadian lockbox, credit card, and ACH payments daily
- Prepare checks and cash received in-house for deposit as needed and enter in Syteline
- Enter employee charges deducted from payroll

Process credit memos, debit memos, and returns

- Process credits, debits, and returns weekly
- Process credit, debit, and return requests from Customer Service RMAs, as well as requests made by Accounting
- Apply open posted payments to matching invoices in A/R Posted Transactions in Syteline, and adjust customer accounts as appropriate

Process credit card payments and refunds

- Process credit card payments daily
- Using Curiobrands.com or Stripe, process credit card payments and refunds.
- Maintain customer information on the auto-charge list monthly and charge the credit cards when invoices are due
- Research declined credit cards to see if/when the product can be released once the credit card is approved.
- Review stopped orders flagged for potential credit card fraud risk
- Record credit card chargebacks in Syteline weekly

Manages month-end/year-end close of Accounts Receivable

- Handles the monthly close of Accounts Receivable activity
- Ensures all items for the month are entered into Syteline
- Runs and saves month end reports in folder for review by Controller/Sr Staff Accountant

Respond to customer requests

- Manage customer calls and requests relating to payments and invoice matters
- Take phone calls from customers regarding payments and/or questions about their accounts
- Print invoices needed for customer specific requirements, and fax or email invoice requests left on voicemail
- Address questions and concerns from voicemail and AR email account.
- Research discrepancies, resolve issues, and maintain proper documentation for all account adjustments
- Research and update the open order reports
- Coordinate with Customer Service department on resolving customer issues

General Responsibilities:

- 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.
- Maintain individual skills, keeping up to date with 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 and organized.

Performs other work as assigned.

Minimum Qualifications

- High school diploma or equivalent
- Ability to communicate effectively (verbally and written)
- Ability to understand and accurately apply basic math skills
- Proficient in the use of personal computers, internet and Microsoft Office suite including Word, Excel, and Outlook

Computer and/or software qualifications:

- Proficient in the use of personal computers, internet and Microsoft Office suite including Word, Excel, and Outlook (or related e-mail system)
- Experience with enterprise planning software platforms (ERP)

Required Core Competencies:

- Ability to communicate effectively (verbally and written).
- Skill in staff management through motivating, developing, and directing people as they work, identifying the best people for the job based on skills and potential.
- Ability to demonstrate flexible and efficient time management and to appropriately prioritize workload based upon organization or departmental needs, both individual and team.
- Ability to understand and accurately apply basic math skills.
- Ability to work collaboratively and building working relationships with coworkers, vendors and/or customers.

Preferred Qualifications:

- 2-year Associates Degree or 1-2 years' experience in Accounts Receivable
- Possess the ability to make recommendations to effectively resolve problems or issues, by using judgment that is consistent with standards, practices, policies, procedures, regulation or government law

Travel Requirement: less than 5%

Working Environment and Physical Demands:

- General office environment: Works generally at a desk in a well-lit, air-conditioned cubicle/office, with moderate noise levels
- Ability to sit for hours at a time, viewing computer monitor and using telephone 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
- Occasional exposure to work near moving mechanical parts and areas where equipment/product reaches high temperatures is possible.
- Occasional exposure to dusty and fragrant conditions, varying temperature levels, and high noise environments is possible.
- Periods of stress may occur