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| Reports to: Sr. Staff Accountant  | Direct reports: NO |
| FLSA status: Non- Exempt  | Last revision date: 11/6/2018 | Approved by: CFO |

**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. All activities must be in compliance with Equal Employment Opportunity laws, OSHA, HIPAA, ERISA and other regulations, as appropriate.

**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 CSRs, 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 PayPal, process credit card payments and refunds.
* Maintain customer information on the auto-charge list monthly and charge the credit cards when the 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

**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
* Ability to demonstrate flexible and efficient time management and to appropriately prioritize workload based upon organization or department needs

**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