



THERMALNETICS
a member of **DAIKIN** group

Position: Accounts Receivable & Collections Specialist
Location: Auburn Hills, MI
Job Category: Accounting
Status: Full Time Employee

POSITION SUMMARY: The Accounts Receivable and Collections Specialist, while providing excellent customer service will be responsible for the collection and assisting in cash application of outstanding accounts receivable (AR) dollars from our customers. This position includes adhering to collections work standards (i.e., call/email volumes), reducing the number of aged items, facilitating resolution of customer billing issues, reducing the accounts receivable delinquencies, and meeting and/or exceeding collections standards. Additionally, this position will coordinate customer payments via all tender types (i.e., check, lockbox, ACH, wire and credit card) while maintaining PCI compliance.

RESPONSIBILITIES:

- Responsible for the collection of outstanding accounts receivable while ensuring adherence to company policy.
- Strategically organize a cadence of collection activity based on age of unpaid receivables.
- Collect customer payments in accordance with payment due dates.
- Provide timely follow-up on outstanding accounts and accounts with prior payment arrangements.
- Review and research customer disputes and billing issues in a timely and professional manner to resolve delays in payments from customers.
- Collaborate with other departments as needed to resolve collection issues.
- Review and monitor assigned accounts and all applicable reports (Aged Trial Balance Report, Unapplied Cash, etc.).
- Maintain detailed and accurate collection records and provide reports to management as assigned.
- Identify issues attributing to account delinquency and discuss them with management.
- Identify and prepare outstanding accounts for outside collection agency or bad debt write-off.
- Ensure accuracy while handling and processing: cash balancing; wire postings; Automated Clearing House (ACH) debits/credit card payments; unapplied cash reports/credit reports; live daily posting/one-time credit card payments; write-off adjustments.
- Assist in month-end process and other projects as assigned.

POSITION REQUIREMENTS:

- This role demands unrelenting follow-through, attention to detail, and strong organizational and problem-solving skills.
- Must possess strong computer skills; solid collection, analytical and negotiating skills; effective oral and written communication skills; and a solid knowledge of commercial credit and collection laws.
- Must be able to work in a fast-paced environment while managing multiple priorities.
- Highly proficient in computer software, i.e., databases, Microsoft office, credit, and collections systems. Microsoft Dynamics/Great Plains experience a plus.

EDUCATION: High School Diploma or GED, with 2-4 years of general accounting experience minimum, Associates Degree preferred. At least 3+ years prior experience specific to A/R and Collections as an individual contributor.