



**22806 Northwest Lake Dr.
Houston, TX 77095
Tel: (713) 462-4181
Tel: (800) 447-4230
Fax: (832) 218-1104**

Position: Credit and Collections Associate

Reports to: AR Manager

Summary: The Credit and Collections Associate is accountable for the processing and verification necessary to ensure accurate and timely payment of all invoices.

Duties and Responsibilities

- Runs aging report on a weekly basis and places collection calls on delinquent accounts and reports on status. This is done for all AIV locations.
- Record accurate and detailed notes on collection efforts
- Follows-up on outstanding account receivable issues in accordance with priority level.
- Handles and responds to customer calls/correspondence regarding accounts receivable, refunds or general accounting.
- Communicate with internal and external customers to resolve disputed receivables
- Process credit applications for new and existing customers
- Responsible for releasing “orders on hold” and “over the credit limit” holds
- Post COD payments and release orders
- Post daily incoming ACH/wire and check payments
- Run credit card payments and post accordingly
- Bill freight amounts to customers
- Make adjustments to invoices. Examples: Issue credits or additional billings when needed.
- Assist with general incoming calls overflow as well as lunch phone rotation as needed.
- Will serve as back-up support for Receptionist during breaks and absences.

Knowledge, Skills and Abilities

- Basic computer & typing skills
- Ability to use 10-key calculator for a variety of accounting functions
- Must be able to multi task and be detail oriented
- Ability to meet deadlines while producing high quality work
- Positive attitude is essential, including excellent interpersonal and communication skills
- Ability to perform at high levels in a fast paced ever-changing work environment
- Ability to anticipate work needs and follow through with minimum direction
- Ability to work independently, self-starter, energetic
- Ability to listen, communicate (written and verbal), and follow-up effectively with all staffing levels and clients/customers

Education and Qualifications

- High school diploma
- College level accounting classes is an advantage.
- Must have strong accounts receivable collections experience