

**Job Title: Accounts Receivable & Customer Service**

**Department:** Administration

**Reports To:** Director of Sales & Marketing

**JOB SUMMARY/OBJECTIVE**

This position is responsible for posting and balancing customer accounts for all our lubes and fuel transactions and payments while providing excellent customer service. This position will provide support to the customer service representative.

**ESSENTIAL FUNCTIONS**

- Daily posting of cash, checks, EFT, and credit card receipts to customer accounts, applies discounts when appropriate, and balances daily bank deposit.
- Preparation and distribution of customer invoices and statements.
- Monitors past due accounts, makes payment reminder calls, prepares collection letters, and takes timely and appropriate action in response to NSF payments according to our credit policy.
- Running and performing credit checks for new accounts.
- Advises management on problem receivables through daily communication and periodic A/R meetings.
- Provides dedicated customer service on a daily basis by greeting customers, answering incoming calls, directing callers to the appropriate destination, assisting with inquiries, and processing incoming orders or returns via phone, e-mail, or in person. Assists customers in a cheerful, positive, and professional manner to ensure a consistent, positive, high quality experience with the company.
- Researches and resolves customer inquiries, discrepancies, missed invoices, etc.
- Communicate effectively with team members within the organization.
- Miscellaneous administrative tasks or projects as needed.

**QUALIFICATIONS EDUCATION and/or EXPERIENCE, LICENSURE AND CERTIFICATION**

High school diploma **AND** a minimum of two years of accounts receivable, billing, and collections. Must be proficient in the use of a Windows computer system and a variety mainframe computer hardware and software programs. Must be highly organized, detail oriented, and have a genuine desire to serve the customer. The position requires a minimum of three years of customer service experience in an accounts receivable role.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be proficient with Microsoft Word and Excel, highly organized, have strong oral and written communication skills, and basic math proficiency.

- Ability to read, analyze, and interpret a variety of instructions furnished in oral, written, diagram, or schedule form.
- Ability to calculate figures and amounts such as discounts, price extensions, commissions, proportions, percentages, and volume.
- Ability to apply concepts of fractions, percentages, ratios, and proportions to practical situations.
- Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists.

### **PHYSICAL DEMANDS and WORK ENVIRONMENT**

The physical demands and work environment characteristics described here are representative of those that an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to move about the office at times in order to access file cabinets or other office equipment, etc. The employee must be able to remain stationary for periods of time, operate a computer and other machinery in order to remain productive, the employee must be able to clearly communicate with coworkers and customers in order to exchange accurate information. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. The noise level in the work environment is usually moderate, with no or extremely limited exposure to physical risk.

Applicants being considered for hire must pass a drug test before beginning work. Refusal to submit to testing will result in disqualification of further employment consideration.

*The statements are intended to describe the general nature and level of work being performed by those assigned to this classification. This is not an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They reflect principal job elements essential for performing the job and evaluating performance. The listed duties may be changed at the discretion of the incumbent's supervisor at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.*