



Collections Specialist Job Description

Position Title:	Collections Specialist	Job Code:	TBD
Reports To:	President/Owner	FLSA Status:	Non-Exempt Hourly
Department:	Office	Pay Grade:	TBD
Location:	Omaha	# of Positions:	1
Supervises:	N/A	EEOC Category:	5
		WCC:	TBD

Summary of Position:

The Collections Specialist is responsible for working closely with the Accounts Receivable Department and Branch Managers to monitor and maintain AR records and accounts.

Essential Functions and Responsibilities

- Tracks past due balances.
- Tracks and resolves discrepancies.
- Monitors outstanding account balances for determination of next steps in the collection process.
- Maintains AIA billings to contractors.
- Provides clear communication and customer service on collection issues to external customers and internal business partners.
- Presents oneself as a positive role model to the company and customers.
- Adheres to all department and company policies and procedures.

Qualifications

- A minimum of 5 years experience in a collections specific role preferred.
- An understanding of billing, collections and receivable procedures required.
- Strong written and verbal communication skills required.
- A strong attention to detail and the ability to complete job duties with a high degree of accuracy.
- Excellent customer service skills required. Must possess a high level of interpersonal skills including the ability to respond calmly and make rational decisions in stressful situations.
- Ability and understanding of the use of a personal computer and appropriate software, including but not limited to: Excel, Word and Outlook. Skilled in using ten key adding machine.
- Flexibility in work schedule when required.
- Must be able to work as part of a team with peers and leadership within the organization.

Work Environment and Physical Demands

- Working environment consists of an office work space which is conditioned but may encounter various degrees of heat, light and dust.
- Must be able to sit and work within office environment for majority of the work day. May infrequently lift up to 10 pounds. Will need to reach and bend in order to access files with reasonable accommodation.
- Must have the manual dexterity to use a computer keyboard, calculator and phone.

The above statements are intended to describe the general nature and level of work performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel in this position.