

JOB TITLE: Accounts Receivable Representative

REPORTS TO: Accounts Receivable Assistant Manager

DEPARTMENT: Finance

FLSA STATUS: Non-Exempt

TYPE: Full-time

COMPANY OVERVIEW

Ram Tool distributes specialty construction materials to commercial construction companies. Everyone in our organization is in “sales,” because a sale is more than a transaction: it is an interaction, one that leads to a prompt solution.

JOB DESCRIPTION

Objective

Accounts Receivable (“AR”) Representatives are responsible for collecting payments due to the Company from customers and other payees. AR Representatives spend the majority of their time in an indoor office environment communicating with customers and branch personnel and compiling, classifying, recording, verifying, and maintaining data and payments to accounts receivable records.

Summary

- Manages a list of approximately 350 customer accounts
- Maintains regular contact with customers to verify payment information and to ensure updated payment status is known and receivables are current
- Follows proper procedures to collect past due payments on applicable customer accounts
- Performs processing activities for assigned customer accounts
- Monitors credit limits on customer accounts
- Performs administrative tasks to support the legal department in order to properly record liens on customer’s construction projects when necessary
- Communicates with customers and tax department and obtains proper documentation regarding customer tax certificates and discrepancies in customer tax exemptions and rates
- Reviews and updates various AR reports regarding statuses of customer accounts
- Strives to meet monthly cash goals and individual goals assigned by supervisor
- Performs general administrative tasks as needed
- Performs all job functions with integrity and a sense of urgency
- No supervisory responsibilities

- Other duties as assigned

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the following essential functions of this position:

- Maintains contact with customers to verify customer profile modifications, receipt of invoices, processing of credits, and resolution of other disputes or questions
- Regularly communicates with branches about customer accounts
- Maintains customer account files that may include address changes, contact information, credit applications, Dunn & Bradstreet credit reports, tax certificates, etc.
- Provides documents to customers upon request, including proof-of-deliveries, lien waivers, invoices, and W-9 forms
- Answers accounts receivable inquiries, researches disputes and discrepancies on customer accounts, and follows up with appropriate persons
- Monitors customer credit limits but has no authority to change a customer's credit limit
- Reviews credit holds on customer accounts and approves or disapprove of sales orders
- Contacts customers involved in a Company acquisition to inform them that an acquisition is occurring and, if applicable, requests a Ram Tool credit application
- Reactivates customer accounts from inactive status when the customer has provided proper paperwork
- Reviews and posts receipts and various payments to SAP, including credit card payments, branch payments, and ACH payments
- Issues credit to customer accounts when appropriate
- Gathers information about specific customer construction projects when necessary
- Responds to various customer requests
- Consistently contacts customers with past due accounts of 45 days or greater and notates customer's responses and expected action on each account
- Initiates a block from Company sales and deliveries to customers whose accounts are 70-80 days past due
- Notifies supervisor when customer account is 90 days past due for further collection action
- Compiles Aged Balance Report from SAP to know which customers need to be contacted for collections
- Reviews SAP reports regarding the status of customer accounts list, such as credit limits, past due accounts, and new accounts
- Reviews Master Credits Due List weekly and removes items that have been resolved
- Reviews New Customer Report and makes a courtesy call to new customers to ensure that they are receiving invoices and to discuss Company payment terms
- Completes batch journal sheet to track and balance daily postings
- Maintains a deposit log weekly of customer payments that have been deposited

Essential Functions (cont'd)

- Participates in account reviews with AR management as scheduled periodically
- Reviews customer accounts, gathers data for lien notices based on applicable state law, and forwards to clerk for processing to send lien notices to the customer, general contractor, bond company, and/or the owner of the construction project when appropriate
- Reviews, signs, and notarizes lien waivers upon customer request when appropriate
- Requests tax certificates from customer and submits them to tax department upon completion
- Works with tax department to have particular construction projects set up as tax exempt when applicable
- Gathers information for the Credits Due List which are sent to the branches weekly for branch personell to resolve
- Researches discrepancies in tax exemptions and rates and submits tax discrepancies to the tax department via tax corrections log for review and correction
- Copies, scans, and files documents occasionally
- Checks and responds to email and voicemail regularly, takes incoming phone calls
- Prepares, sorts, prints, copies, files, and mails receipts, correspondence, and other requested items
- Solicits assistance from AR Clerks on various tasks
- Assists with related special projects, as required

Physical Demands

An employee must meet the following physical demands in order to effectively execute the essential functions of this job:

- Must be able to communicate verbally, in writing, and through telephonic and electronic means
- Must be able utilize computer hardware and software and mobile technologies
- Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus
- Must be able to sit for extended periods of time at a desk
- Must be able to use hands to finger, handle, or feel
- Must be able to reach with hands and arms and talk or hear
- Must be able to occasionally stand; walk and stoop, kneel, crouch, or crawl
- Must be able to occasionally lift and/or move up to 30 pounds unassisted

Requirements/Qualifications

- High School Diploma required
- Bachelor's degree or 2 year degree preferred
- At least 1 year of Accounts Receivable collections and/or Accounts Receivable customer service experience preferred
- Must perform work accurately and with a sense of urgency and integrity while paying strict attention to detail
- Must pass Drug/ Alcohol screen and background check

Success Characteristics

- Heroic Service
- Integrity
- Sense of Urgency
- Maximizing Talent
- Win Through Relationships
- Strict Attention to Detail
- Strong Work Ethic
- Positive, Upbeat, and 'Can Do' Attitude
- Dynamic Problem Solver
- Excellent Communication Skills
- Strong customer service skills

Note: This job description is intended to provide a summary of the required responsibilities of the employee for this position. It is not intended to include a comprehensive listing of *all* of the activities and responsibilities of the position. Ram Tool may change this job description at any time with or without notice. This job description does not constitute a contract of any kind.

EEO Statement

Ram Tool provides equal employment opportunity for everyone regardless of race, color, national origin, religious persuasion, creed, sex, age, pregnancy, marital or parental status, sexual orientation, gender identity or expression, genetic information, citizenship, political affiliation, veteran or military status, disability, or any other characteristic protected by law. Ram Tool complies with all federal, state, and local laws governing nondiscrimination in employment in every location in which it has branches.