

Pacific Bioscience Laboratories, Inc. – Job Description

Title: Credit and Collections Coordinator

Status: Regular, Full-time, Non-exempt

Summary:

This position will coordinate, track and process customer collections, manage customer account credit limits, payment terms, review and release orders, and other related activities

Essential Duties and Responsibilities:

- Maintain, review and distribute accounts receivable aging on a regular basis
- Monitor customer accounts for credit and/or collections issues
- Place and release credit holds on customer accounts as required
- Review and release orders based on status of account
- Review credit limits and payment terms on a regular basis and determine if appropriate
- Send payment reminders, past due notices and related correspondence as necessary
- Issue customer statements monthly
- Reconcile customer accounts as needed
- Negotiate customer re-payment arrangements/bad debt recovery
- Coordinate with 3rd party collection agency on escalated collection accounts
- Work with all levels of management to assure systems configurations and processing controls are adequate and reasonable for current and anticipated operations.
- Other responsibilities and projects as directed by management
- Backup for General A/R as needed during periods of staffing shortage
- Reports to A/R Supervisor

Qualifications and Characteristics

- Ability and desire to work in a high demand, fast growth, collaborative team environment
- Minimum experience, 3-5 years general accounting experience, accounts receivable including consumer and commercial/business to business collections, some financial customer service
- Computer proficiency including Microsoft Office, proprietary customer relationship and accounting software, formatting reports, and maintaining databases
- Capable of prioritizing and managing multiple responsibilities simultaneously with accuracy, timeliness and attention to detail.
- Ability to interface effectively, written and verbally, with all levels within the organization and maintain required levels of confidentiality.
- Some exposure and experience with systems enhancements.