



## Job Description

<b>Position Title</b>	Collections Specialist
<b>Relationships</b>	
<b>Reports To</b>	AR Manager
<b>Other internal contacts</b>	Accounting Department Billing Specialist
<b>Work Environment</b>	This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
<b>Summary of Responsibilities</b>	<ul style="list-style-type: none"> <li>• Locates and/or notifies customers with delinquent accounts and attempts to secure payment</li> <li>• Synthesizes complex or diverse information; Collects and researches data</li> <li>• Demonstrates attention to detail, Identifying and solving problems in a timely manner</li> <li>• Gather and analyze information and developing alternative solutions</li> </ul>
<b>General Responsibilities</b>	<ul style="list-style-type: none"> <li>• E-mails balance due invoices and form letters to customers to encourage payment of delinquent accounts</li> <li>• Confers with customer by telephone in attempt to determine reason for overdue payments</li> <li>• Consults with AR Manager when customer exceeds limit to determine appropriate action after reviewing customer's credit limit</li> <li>• Notifies AR Manager if customer fails to respond</li> <li>• Records information regarding customer interaction and status of collection efforts</li> <li>• Verify in checkbook if checks paid appear in the bank</li> <li>• Sends duplicates of invoice and other paperwork at customer's request</li> <li>• Completes void customer adjustments submits to team leader</li> <li>• Sorts and files correspondence; organizes paperwork &amp; customer file</li> <li>• Informs research department of missing invoices and paperwork when it cannot be found</li> <li>• Sends checks or cash received from customer to accounting specialist</li> <li>• Locates the new address or phone number of customer by inquiring through telephone information, Internet or by contacting salesperson of the account</li> <li>• Update Excel Spreadsheets/Reports</li> <li>• Answers telephones</li> <li>• Other duties may be assigned</li> </ul>
<b>Job Specific Knowledge &amp; Skills Required</b>	<ul style="list-style-type: none"> <li>• Highschool diploma or general education degree (GED); and at least two years in related experience and/or training</li> <li>• Must be proficient in the English language (speak, read, write)</li> <li>• High degree of attention to detail and trustworthiness</li> <li>• Excellent knowledge of MS Office (particularly Excel); working knowledge of relevant software</li> <li>• Adherence to laws and best practices in regard to dealing with customers and data</li> <li>• Prioritizes and completes administrative tasks correctly and on time</li> <li>• Writes clearly and informatively; Presents numerical data effectively; Able to read</li> </ul>



## Job Description

	<p>and interpret written information</p> <ul style="list-style-type: none"><li>• Great customer service skills</li><li>• GP Knowledge</li></ul>
<b>Special Skills</b>	<ul style="list-style-type: none"><li>• Ability to multi-task and stay organized</li><li>• Must be self-motivated and a self-starter</li><li>• Ability to take responsibility for decisions and actions</li></ul>
<b>Skills required for Equipment Use</b>	<ul style="list-style-type: none"><li>• Accurate keyboarding and data entry</li></ul>
<b>Key Performance Metrics</b>	<ul style="list-style-type: none"><li>• Ability to follow company policies and procedures</li><li>• Peers view of ability to work as a team member</li><li>• Other measurements as set and agreed on by the AR Manager</li></ul>

**Acknowledgement:** I have reviewed and understand the above position guide and believe it to be accurate and complete. I also understand Rio Valley Biofuels, LLC has the right to change this job description at any time. ***I understand, and am fully aware, that this job description does not constitute an employment contract or a guarantee of continued employment—even if I satisfactorily meet all performance measures. Further, I understand the Collections Specialist position is classified as a Non-Exempt (hourly) position.***

(Please Print and Sign Name.)

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date