

**JOB TITLE:** Accounts Receivable Clerk

**REPORTS TO:** Customer Service Supervisor

**CLASSIFICATION:** Administrative

### **Job Summary**

- Records payments to customers' accounts and maintains accounts receivable records.
- Answer customer phone calls and schedule appointments.

### **Job Purpose**

- Post accounts receivable in the most efficient and timely manner possible. This is accomplished by excellent time management and fast work. Resolve any customer problems or questions, such as billing, right-to-know, chemicals, complaints, etc.; respond to all telephone calls and correspondence in a speedy, polite, and friendly manner; maintain all appropriate records; and work effectively with technicians and administrative personnel.
- *The key to successful customer service is to treat each customer as the most important person in the world, because they are the ones who make your job possible.*

### **Responsibilities**

- Post accounts receivable in the most efficient manner possible
- Produce all needed monthly, quarterly and year end reports and documentation to send to our accountant
- Update customer files and records, answer correspondence, check on billing and other accounting requirements, do all necessary follow-up work and meet any other administrative requirements
- Create and maintain accurate customer service records on the computer and in paper files. This will involve a lot of data entry and filing. Realize that inaccurate billing can ruin an otherwise good customer experience.
- Schedule appointments for efficient routing so technicians can minimize their drive time
- Call customers to schedule appointments
- Work and communicate effectively with other office staff and technicians
- Answer telephone calls quickly, extra courteously, and in a friendly manner that will make customers say "Wow, they are friendly! They really want my business!" Recognize that most calls are a sales opportunity and not an interruption of your work. Most callers are potential customers with a pest problem.
- Manage overdue accounts. Be the first to call customers that are behind on payments.
- Prepare daily cash deposits
- Enters finalized cash receipts and update accounts receivable ledger.
- Obtain and mail invoice copies for customers, as requested.
- Manage month end process including preparing and mailing customer statements
- Process daily credit card deposits.
- File check stubs and bank receipts.
- Research and process charge backs, returns, and bad checks.
- Answer accounts receivable phone inquiries.

## Accounts Receivable Clerk Job Description

- Call and/or mail correspondence to customers as necessary in order to update accounts.
- Greet walk-in customers and sell retail products. Learn what to sell for different pest problems.
- Be friendly, courteous and customer service-minded at all times.
- Use time productively. Minimize unnecessary conversation and activities while on company time. Maximize work time efficiency.
- Attend training sessions as required. Study training materials at home as necessary.
- Follow company policies and procedures.
- Performs other related duties as assigned or requested.

### **Experience and Knowledge Required**

- Able to use and navigate Microsoft Office products Word and Excel without instruction
- At least 2 years of office experience (Customer Service and Accounting preferred) in a service business.
- Excellent phone and communication skills. Excellent grammar and spelling.
- Good knowledge of Tippecanoe and surrounding counties.

### **Competencies**

- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.
- Problem Solving - Identifies and resolves problems time efficiently; Gathers and analyzes information; Develops solutions; Works well in group problem solving situations; Uses reason.
- Customer Service - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Conserves company resources.
- Oral Communication - Speaks clearly and persuasively; Listens and gets clarification when necessary; Responds informatively to questions.
- Written Communication - Writes clearly and concisely; Edits work; Varies writing style to meet specific needs; Presents numerical data effectively; Able to read and interpret written information.
- Able to work independently with a minimum amount of supervision in a sometimes stressful function.
- Able to deal with customers in a friendly and effective manner, some of whom will be demanding or evasive.
- Able to think logically and to plan work with efficiency and productivity as a priority.
- Detail oriented.
- Willing to learn the pest control business.
- Willing to do some computer training at home on unpaid time to learn our software.
- Willing to work an occasional Saturday morning.
- Willing to sign a non-compete agreement.
- Must be and stay drug free.

## Accounts Receivable Clerk Job Description

### Physical Demands

- Frequently required to sit.
- Occasionally required to walk.
- Occasionally required to use hands to finger, handle, or feel.
- Occasionally required to reach with hands and arms.
- Occasionally required to talk or hear.
- Occasionally required to bend, lift or climb
- Occasionally required to lift light weights (less than 25 pounds)
- Occasionally required to lift moderate weights (25-50 pounds)
- Finger dexterity required.
- Hand coordination required.
- Specific vision abilities required for this job include: close vision, distance vision, ability to adjust or focus

*For the consideration of your fellow workers, this is a non-smoking, no perfume office.*

Hours: Monday through Friday 8:00 AM to 5:00 PM with a daily one hour lunch. As we are open Saturday mornings in spring, summer, and fall, this position works about one Saturday morning a month for 7 months.

This job description does not constitute a written or implied contract of employment.

### Declaration of Understanding

I have read, understand and acknowledge that I can perform this job as described within this position description.

Name: \_\_\_\_\_ (please print)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please indicate whether you are an employee or applicant for employment:

Employee

Applicant for employment