PCC Logistics Inc.
Collections Representative
Job Description

Position Title: Collections Representative
FLSA Status: Non-Exempt
Reports To: Collections Manager
Department: Corporate

Send resume to DJohnson@pcc.cc

POSITION PURPOSE: Under the direction of the Collections Manager, the collections representative position is accountable for collecting the maximum amount of overdue funds from customers, which may include a variety of collection techniques and or legal claims.

DUTIES AND RESPONSIBILITIES:

- The duties of a Collections Representative include collection calls and/or correspondence in a fast paced goal oriented collections department.
- Providing customer service regarding collection issues, process customer refunds, process and review account adjustments, resolve client discrepancies and short payments.
- Responsible for monitoring and maintaining assigned accounts- Customer calls, account adjustments, small balance write off, customer reconciliations and processing credit memos.
- Accountable for reducing delinquency for assigned accounts.
- Enlist the efforts of sales and senior management when necessary to accelerate the collection process.
- Must communicate & follow up effectively with sales / customer service departments regarding customer accounts on a timely basis.
Establish and maintain effective and cooperative working relationships with customers and business units.

Review Assigned Division’s Collections & DSO’s.

Process Daily Money deposits and regular check deposits to Wells Fargo.

Send weekly aging’s to divisions.

Perform other assigned tasks and duties necessary to support the Accounts Receivable Department.

Back-up to Receptionist for lunch and any time as needed.

Any other projects given by supervisor/manager.

**KNOWLEDGE AND SKILLS:**

This position requires the ability to work independently with limited supervision, to exercise prudent judgement, to analyze collections procedures, and to make sound recommendations based upon independent analysis. The collections representative must work well with others in a team environment.

- 2 years High Volume Commercial Collections experience.
- Knowledge of Billing and Collections procedures
- Accounts Receivable knowledge/experience a plus
- Strong attention to detail, goal oriented
- Experience with MAS200 a plus
- Commitment to excellent customer service
- Excellent written and verbal communication abilities
- Ability to prioritize and manage multiple responsibilities

**EDUCATION AND WORK EXPERIENCE:**

Associate’s degree and two year’s related business experience comprise the minimum requirement.

**CERTIFICATES AND LICENSES REQUIRED:**

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