



Vertical Bridge Job Description

Job Title: Accounts Receivable Specialist – Collections **Date:** 12/01/16
Department: Finance **Location:** Boca Raton
Reports To: Accounts Receivable Supervisor – Collections **FLSA Status:** Exempt

Purpose:

The Accounts Receivable (AR) Specialist will be responsible for collecting payments from our real estate tenants. The AR Specialist will be responsible for analyzing, researching, resolving issues and variances arising from nonpayment, short payment, or cash application issues. The specialist will regularly be in contact with both multi-national and smaller telecommunication companies.

Job Functions:

1. Responsible for monitoring and maintaining assigned accounts - customer calls, account adjustments and customer reconciliations
2. Review and research a high volume of transactions, identifying root causes of discrepancies, and recognize resolutions, document issues and report to management
3. Record accurate and timely collection notes on customer files within the company's financial software
4. Coordinate demand letters and monitor cure period
5. Provide customer service regarding collection issues; resolve client discrepancies and short payments
6. Identify, review, and prepare account adjustments
7. Accountable for reducing delinquency within assigned portfolio including but not limited to regular collection calls and correspondence to customers in a fast-paced environment.
8. Work with customers and internal employees in the pursuit and resolution of collection matters including legal collections and troubled status.
9. Build relationships with other members of the A/R Department and provide support to billing and cash application functions
10. Communicate status and make recommendations to Management regarding the collectability on assigned customers in accordance with company escalation policy
11. Assist with the maintenance and testing of internal controls, accounting policies and audit requests as it relates to the accounts receivable function
12. Communicate and interact with other business units to bring resolution to outstanding issues
13. Identify and propose solutions to increase the effectiveness of processes and procedures
14. Work closely with the accounting team and other departments throughout the organization
15. Other projects and duties as assigned

Supervisory Requirements:

None

Working Conditions and Physical Demands:

Position will work directly from the corporate office with minimum travel. High volume, fast paced – results oriented environment

Education and Experience:

1. Associate's Degree in Accounting or related experience, required
2. Minimum 5 years of Accounts Receivable collection experience required
3. Prior experience required in reading and comprehending real estate leases



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4. Required to have strong detailed analytical skills, including above advanced Excel skills including pivot tables and v-lookups
5. Prior experience working with Dynamics AX, Great Plains or similar accounting system preferred
6. Strong written and oral communication skills, including the ability to present ideas and suggestions clearly and effectively and to work with internal and external customers
7. Strong organizational skills; ability to accomplish multiple tasks within the agreed upon timeframes through effective prioritization of duties and functions in a fast-paced environment
8. Self-motivated; able to work independently to complete tasks and respond to department requests and to collaborate with others to utilize their resources and knowledge to identify high quality solutions

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