



## Vertical Bridge Job Description

<b>Job Title:</b>	Collections Specialist	<b>Date:</b>	7/02/18
<b>Department:</b>	Finance	<b>Location:</b>	Boca Raton
<b>Reports To:</b>	Collections Supervisor	<b>FLSA Status:</b>	Exempt

### **Purpose:**

The Collections Specialist will be responsible for collecting payments from our real estate tenants. The specialist will be responsible for analyzing, researching, resolving issues and variances arising from nonpayment, short payment, or cash application issues. The Collections Specialist will work closely with Billing/Lease Abstraction and Cash Application to identify and resolve discrepancies. 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 account reconciliations
2. Review and research a high volume of transactions, identifying root causes of discrepancies, and recognize resolutions, document issues and report to management for timely escalation
3. Record accurate and timely collection notes on customer files within the company's financial software
4. Coordinate demand letters and monitor cure period for customer's in default
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 as required
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. Identify and propose solutions to increase the effectiveness of processes and procedures
13. Review and abstract Real Estate leases as needed
14. Conduct conference calls with top accounts including internal departments as needed
15. Assist with providing the monthly account presentation to management
16. Communicate and interact with other business units to bring resolution to outstanding issues
17. Other projects and duties as assigned to support the A/R department

### **Supervisory Requirements:**

None

### **Working Conditions and Physical Demands:**

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



## Vertical Bridge Job Description

### **Education and Experience:**

1. Associate Degree in Accounting or related experience required
2. Minimum 5 years of accounts receivable collection experience required
3. Required to have strong detailed analytical skills, including advanced Excel skills (pivot tables and v-lookups)
4. Prior experience working with Dynamics AX, Great Plains or similar accounting system preferred
5. 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
6. 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
7. Self-motivated, critical thinker; 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

*Vertical Bridge is committed to a policy of equal employment and will not discriminate against an applicant or employee. Vertical Bridge is an Equal Employment Opportunity Employer M/F/D/V.*