



Vertical Bridge Job Description

Job Title:	Collections Team Lead	Date:	3/13/2020
Department:	Finance	Location:	Boca Raton
Reports To:	Sr. Manager of Accounts Receivable	FLSA Status:	Exempt

Purpose:

The Collections Team Lead will be responsible for analyzing, researching, resolving issues and variances arising from nonpayment, short payment, or cash application issues. The Collections Team Lead will work closely with Billing/Lease Abstraction and Cash Application to identify and resolve discrepancies. The person in this role will regularly be in contact with both multi-national and smaller telecommunication companies.

Job Functions:

1. Responsible for monitoring and maintaining accounts receivable aging – aging reviews, account adjustments, and account reconciliations
2. Review and research a high volume of transactions, identifying root causes of discrepancies, and recognize resolutions, document issues and report to Senior Management for timely escalation
3. Coordinate demand letters and monitor cure period for customer's in default
4. Provide customer service regarding collection issues; resolve client discrepancies and short payments
5. Identify, review, and approve account adjustments
6. Review and abstract Real Estate leases as needed
7. Work with customers and internal employees in the pursuit and resolution of collection matters including managing 3rd party Collection Agency
8. Build relationships with other members of the A/R Department and provide support to billing and cash application functions as required
9. Communicate status and make recommendations to Executive Management regarding the collectability on assigned customers in accordance with company escalation policy
10. Assist with the maintenance and testing of internal controls, accounting policies and audit requests as it relates to the accounts receivable function
11. Communicate and interact with other business units to bring resolution to outstanding issues
12. Identify and propose solutions to increase the effectiveness of processes and procedures
13. Collaborate on performance evaluations, training and coaching
14. Work closely with the accounting team and other departments throughout the organization
15. Other projects and duties as assigned

Supervisory Requirements:

Supervise and lead the Collections team.

Working Conditions and Physical Demands:

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

Education and Experience:

1. Minimum associate degree in Accounting or related experience required
2. Minimum 5 years of Accounts Receivable collection experience required
3. Minimum 2 years of supervisory/managerial experience with proven ability to lead a team



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4. Required to have strong detailed analytical skills, including advanced Excel skills including pivot tables and v-lookups
5. Prior experience working with Dynamics AX, Great Plains or similar accounting system preferred
6. Prior experience working in telecommunications or real estate environment preferred
7. 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
8. 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
9. 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

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