
Roland DGA Corporation

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AR Credit & Collections Specialist-Bilingual

If you enjoy challenges in researching, analyzing, negotiating, fluent in Spanish, and working with a customer focused winning team, join us!

Roland DGA Corporation is the U.S.-based marketing, distribution and sales arm of Roland DG Corporation of Hamamatsu, Japan, a worldwide leader in the sign, graphic arts, fine art, vehicle graphics, UV, photography, engraving and 3D modeling industries. Founded in 1981 and listed on the Tokyo Stock Exchange, Roland DG is the world's number one provider of wide-format inkjet printers for the durable graphics market. We are a nine-time winner of the Top Work Place Award in Orange County, offer a creative, team-oriented environment and a competitive compensation package, including continuing education, 401k match, and a new Hybrid onsite/offsite weekly work schedule.

Job Summary: We are looking for a key member to our Accounting Team who excels in problem solving and critical thinking to support the team in collections, cash applications, invoice/credit analysis, billing discrepancies, and account reconciliations in a fast-paced environment.

Responsibilities: Accountable for managing and reducing payment delinquencies on assigned customer accounts, A/R Aging Analysis, Customer accounts reconciliation, working with the Customer Service and Sales to resolve disputes.

Knowledge, Skills, and Abilities: 3+ years of experience in accounts receivable, collections, and strong business communication skills, fluent in Spanish, and ability to multitask.

POSITION PURPOSE

Under the direction of the A/R Credit & Collections Manager, the A/R Credit & Collection Specialist will be responsible for the collection of aged receivables on assigned accounts in the U.S., Latin America, and Canada territories. In addition, the A/R Credit & Collection Specialist will assist in obtaining and updating new and existing customer AR & Credit files and be responsible for customer account maintenance and reconciliation.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Apply the company's pre-established guidelines, credit and collection policies, practices, and procedures to manage customer accounts.
- Assist in reviewing and releasing customer orders while taking appropriate steps in their timely release and shipment according to customer credit requirements (new or old) such as: current/delinquent status, credit limit, and payment history.
- Evaluate the validity of customer invoices/credit memos, follow up and collect balances due.
- Research Billing discrepancies and ensure invoices/credit memo adjustments are processed as needed on assigned customer accounts.
- Make calls and write up correspondence to customers and other necessary parties to ensure prompt payment of invoices or assist in resolving shipment/ billing discrepancies and disputes.

- Prepare and review weekly/monthly AR Aging Statements on assigned accounts
 - Document customer correspondence in collection module in ERP system
 - Report status on payments or discrepancies to the AR Credit and Collections Manager
 - Assist in the process of extending credit terms including inquiry of bank and trade references, compilation of customer credit files & docs
 - Translate documents and forms to Spanish as needed
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QUALIFICATIONS

EDUCATION/CERTIFICATION: Minimum AA Degree preferred

REQUIRED KNOWLEDGE: Fluent in speaking and writing in **Spanish**
Knowledge of collection process and aging schedule

EXPERIENCE REQUIRED: 3+ years of Accounts Receivable and Commercial Collections experience
Knowledge of commonly used Accounting concepts, practices, and procedures
Account research, Reconciliation & Adjustments

SKILLS/ABILITIES: Possess excellent oral and written communication skills
Detail-oriented & self-starter
Windows / Excel / Word
Microsoft Dynamics Accounting Software / R&R Writer a plus