



Credit Collections Support Specialist

Job Responsibilities:

- Maintain aging of assigned Customer accounts, follow up on past due invoices and keep detailed records of communications with customer and sales staff. Oversee accounts to ensure timely collections and minimize credit risk and limit delinquent DSO.
- Identify issues preventing payment of customer balances in a timely manner and collaborate with sales department to work at account resolutions.
- Investigate chargebacks with the ability to determine root causes and analyze the validity of chargebacks: Primarily in the areas of post audits, posted deals and vendor compliance issues.
- Customer service support, with proven ability to perform account research and reconciliations to speedily resolve account disputes.
- Account maintenance, establishing new accounts, recommending shipping limits, updating and/or adding customer delivery instructions and Ship Id's
- Other duties may be assigned to meet business needs.

Qualifications

- Bachelor's degree or equivalent experience or combination, in training which demonstrates proven demonstrated knowledge, experienced abilities with performing job duties.
- Two to four years' experience in credit, collections, accounts receivable functions and customer account reconciliation.
- Experience using Enterprise Resource Planning (ERP) or other Business Application Software
- Experience in Wholesale Distribution, preferably food industry. Ideally experienced working with big box wholesale or large retail distributors.
- Working knowledge of MS Office with proven proficiency in Excel, Word and Outlook.
- Strong analytical and communication skills: Ability to communicate effectively with all internal and external communications.
- Skilled knowledge in customer service and commercial collection practices.
- Must have proven abilities to work independently and as part of a team.
- Prioritize and manage workload and effectively handle workload changes, as they occur in a highly fast pace work environment.
- Proven abilities to communicate detailed information to customers, relating to account status, company policies and to expedite conflict resolutions.
- Ability to demonstrate sound decision making within appropriate level of authority and adherence to company policies.
- Strong Data Entry skills, 10 Key by Touch, Typing minimum 50wpm

All interested should email HR2@italfoodsinc.com