

Clinical Research Dental Position Description

Accounts Receivable Administrator

Position Summary

The Accounts Receivable Administrator is responsible for keeping accurate customer records on a daily basis by collecting and applying payments daily. The role also includes creating and applying manual credits as well as making appropriate collection calls. This role includes teamwork, problem solving and support of administration staff.

This position reports directly to the Financial Controller.

Specific Accountabilities

1. Accounts Receivable

- 1.1 Assist customers with payments over the phone, answering, investigating and problem solving customers' queries and account errors.
- 1.2 Enter all payments that are received and deposit them into the bank.
- 1.3 Record all incoming wire payments to appropriate customer accounts.
- 1.4 Create and implement payment plans for approved customer orders.
- 1.5 Create manual credits for pricing errors, account corrections and course cancellations.
- 1.6 Responsible for obtaining payments for all customer past due invoices.
- 1.7 Issue appropriate collection letters to assist in collection of customer past due payments.
- 1.8 Monitor customer credit limits and credit history.

2. Month End

- 2.1 Ensure all payments for the month are posted to appropriate customer accounts.
- 2.2 Review customer accounts (clean-up rounding differences, reverse finance charges on current accounts, etc.).
- 2.3 Print monthly customer statements and check each statement for any discrepancies.

3. ISO Procedural Knowledge

- 3.1 Understanding of appropriate ISO procedures: SOPs: 4.2-2, 4.2-4, 5.2-1, 5.3-1, 8.2-1

Qualifications

- Post secondary education in Accounting or equivalent experience combined with 2-3 years of success in a professional environment.
- Strong computer and organizational skills.
- Team player: Leads and supports change.
- Achieves business results, by taking action, achieving quality and focusing on goals.
- Demonstrates integrity and ethics; sets a personal example.

- Services customers by meeting their needs and focusing on customer satisfaction.
- Completes tasks in a timely manner.
- The ability to work well and build co-operative relationships with people at all levels.
- A strong knowledge of Microsoft office including Microsoft Excel
- Knowledge of Microsoft Dynamics NAV an asset

All tasks and responsibilities are subject to change with time.