



JOB DESCRIPTION – ACCOUNTS RECEIVABLE ASSOCIATE

Job Title: Accounts Receivable Associate

Department: Accounting

Reports To: Accounting Department Manager

Classification: Non-Exempt

Summary: With a high level of accuracy, performs general & specific accounts receivable functions, to include responding to homeowner account inquiries.

Duties and Responsibilities:

- Answer incoming calls from homeowners, independently field questions and/or route calls to appropriate staff.
- Assigned duties to include, but not limited to ACH setup and cancelation, post charges & reversal of charges, print and mail new owner coupons, process refunds.
- Assist Manager and team with special projects.
- Perform other duties as assigned.

Supervisory Responsibilities: This position has no direct supervisory responsibilities.

Qualifications:

- Accounting Certificate from a college or trade school, six months to one year related experience, or equivalent combination of education and experience. Two or more years in related capacity may be considered as a substitute of educational requirements.
 - This position may be considered as “Entry Level” for the exceptional candidate.
- Strong basic math skills essential, keyboard & ten-key by touch beneficial.
- Ability to work, successfully & efficiently, in a fast-paced, high-volume environment.
- Ability to multi-task.
- Acute attention to detail.
- Proficient in MS Word, Excel and Outlook.
- Ability to learn quickly and use available resources to research solutions.
- Strong organizational, problem-solving and analytical skills.
- Ability to manage workflow amid shifting priorities.
- Adaptable and dependable – solid attendance record.
- Willingness to learn company processes and procedures.
- Excellent written and verbal communication skills.
- Professional and respectful demeanor with all staff.
- Ability and desire to conform to company policies and work within employer expectations.
- Commitment to excellence and high-quality customer service.
- Skilled at de-escalating irate callers.
- Ability to work independently, with little direction, and as part of a team.



JOB DESCRIPTION – ACCOUNTS RECEIVABLE ASSOCIATE, cont.

Physical / Mental Requirements:

While performing the duties of this job, the employee is frequently required to do the following:

- Sit for prolonged periods of time.
- Use computer mouse and keyboard for extended periods of time.
- Defuse irate homeowner phone inquiries.
- Create and/or analyze large account receivable reports.

Employee Signature

Date

Employee Name (please print)

Email Resume with three most current business or employer references to: tgibbs@kocal.com.

NO PHONE CALLS PLEASE.