Accounts Receivable Specialist

Position Summary

The Accounts Receivable Specialist is responsible for accurately invoicing and processing customer payments, maintaining customer accounts, resolving billing discrepancies, and collecting outstanding balances for Clear Creek Disposal. This position works closely with customers, customer service, dispatch, and management to ensure accounts are accurate and payments are collected in a timely manner.

The ideal candidate is organized, dependable, detail-oriented, professional with customers, and comfortable handling collections while maintaining positive customer relationships.

Essential Duties and Responsibilities

- Invoice both Monthly Arrears and Quarterly Advance Customers.
- Process and post customer payments accurately and promptly, including checks, ACH payments, credit card payments, and online payments.
- Maintain accurate customer account balances and payment records.
- Review accounts receivable aging reports and identify past-due accounts requiring follow-up.
- Contact customers by phone and email regarding outstanding balances and payment arrangements.
- Follow established collection procedures for residential, commercial, construction, recycling, and other customer accounts.
- Research and resolve billing questions, payment discrepancies, unapplied payments, credits, and account adjustments.
- Coordinate with customer service, dispatch, and operations to verify service activity when resolving billing disputes.
- Review charges related to services such as recurring waste collection, extra pickups, disposal charges, delivery and removal fees, contamination, overages, and other applicable services.
- Process account adjustments, credits, refunds, and write-offs according to company policies and authorization requirements.

- Maintain accurate documentation of collection activity, customer communication, payment commitments, and account notes.
- Monitor customer payment arrangements and follow up when commitments are not met.
- Assist with service hold, suspension, or cancellation procedures for delinquent accounts according to company policy.
- Reconcile customer accounts and assist with month-end accounts receivable procedures.
- Prepare accounts receivable reports and provide information to management regarding delinquent accounts and collection activity.
- Assist customers with questions regarding invoices, statements, account balances, and payment history.
- Maintain customer confidentiality and protect financial and payment information.
- Assist with new customer account setup and verification of billing information as needed.
- Support accounting and administrative functions as assigned.
- Perform other duties as necessary to support company operations.

Qualifications

- Bachelor's or equivalent work experience required.
- Previous accounts receivable, bookkeeping, billing, collections, or accounting experience preferred.
- Experience in waste management, sanitation, construction, transportation, utilities, or service industry is beneficial.
- Strong attention to detail and accuracy.
- Strong organizational and time-management skills.
- Ability to professionally and confidently discuss past-due balances with customers.
- Strong verbal and written communication skills.
- Ability to research problems and resolve account discrepancies.
- Ability to manage multiple priorities in a fast-paced environment.

- Ability to work independently while also collaborating with other departments.
- Basic understanding of accounting and accounts receivable principles.
- Proficiency with computers, email, and Microsoft Excel.
- Ability to learn company-specific customer management, routing, billing, and payment-processing systems.
- Ability to speak Spanish is a bonus.

Key Performance Expectations

The Accounts Receivable Specialist is expected to:

- Maintain accurate customer account records.
- Invoice accurately
- Post payments promptly and accurately.
- Minimize unapplied payments and unresolved account discrepancies.
- Consistently follow up on delinquent accounts.
- Reduce accounts receivable aging and outstanding balances.
- Document collection activity thoroughly.
- Resolve customer billing issues efficiently.
- Maintain professional relationships with customers while protecting the company's financial interests.
- Communicate potential collection problems or high-risk accounts to management promptly.

Skills and Competencies

- Accounts receivable and collections
- Customer service
- Billing and payment processing
- Account reconciliation
- Problem-solving
- Attention to detail

- Organization and follow-through
- Professional communication
- Conflict resolution
- Confidentiality
- Teamwork
- Dependability

Work Environment

This position works in our Ketchum office and regularly communicates with customers, drivers, dispatchers, customer service representatives, and management. The employee will be required to manage a high volume of customer accounts, phone calls, emails, payments, and billing inquiries while meeting daily and monthly deadlines.

Physical Requirements

- Ability to sit and work at a computer for extended periods.
- Ability to communicate regularly by telephone, email, and in person.
- Ability to perform repetitive computer and data-entry tasks.
- Ability to occasionally lift and carry typical office materials.