1. Completed training in credit management and civil court practices to maintain up-to-date legal knowledge involving collection practices.
2. Contacted customers to collect outstanding payments via one-time or negotiated installment methods.
3. Visited premises of customers to directly collect payments.
4. Followed prescribed scripts and maintained friendly but firm attitude with full knowledge of contractual requirements and legal remedies.
5. Generated and mailed updated statements monthly and processed demand letters.
6. Established procedures for collection of past due amounts.
7. Supervised invoice processing, purchase orders, expense reports, credit memos and payment transactions.
8. Accessed credit records to evaluate customer credit histories.
9. Generated and distributed current statements to customers.
10. Set up and updated customer accounts and CRM with interactions, payments and personal information.
11. Balanced monthly general ledger accounts to accurately record cost and month end accruals.
12. Supervised staff of collectors, monitoring phone calls and letters.
13. Documented interactions in computer database and updated information.
14. Facilitated successful internal and external audits through sound and thorough documentation.
15. Worked with legal resources and recovery teams to manage default issues.
16. Researched and resolved accounts payable discrepancies.
17. Created daily and weekly cash reports for accounting management.
18. Coded and entered at least [Number] invoices each day into in-house accounting software.
19. Successfully implemented new technologies and process automations to encourage continuous improvement.
20. Researched accounts and completed due diligence to resolve collection problems.