1. Generated and mailed updated statements monthly and processed demand letters.
2. Followed prescribed scripts and maintained friendly but firm attitude with full knowledge of contractual requirements and legal remedies.
3. Accessed credit records to evaluate customer credit histories.
4. Contacted customers to collect outstanding payments via one-time or negotiated installment methods.
5. Visited premises of customers to directly collect payments.
6. Contacted clients with past-due payments and actively monitored all payments due from clients.
7. Supervised staff of collectors, monitoring phone calls and letters.
8. Set up and updated customer accounts and CRM with interactions, payments and personal information.
9. Created daily and weekly cash reports for accounting management.
10. Completed training in credit management and civil court practices to maintain up-to-date legal knowledge involving collection practices.
11. Oversaw daily posting of payments to customer accounts.
12. Researched and resolved accounts payable discrepancies.
13. Supervised invoice processing, purchase orders, expense reports, credit memos and payment transactions.
14. Performed administrative tasks such as recordkeeping, writing correspondence and gathering materials.
15. Facilitated successful internal and external audits through sound and thorough documentation.
16. Filed and addressed employee complaints in accordance with company policies and government regulations.
17. Contacted customers to discuss late payments and options for remitting amounts due.
18. Composed effective accounting reports summarizing accounts payable data.
19. Monitored payments due from clients and promptly contacted clients with past due payments.
20. Reconciled discrepancies between accounts receivable general ledger account and accounts receivable trial balance account.