

Fromm International
Job Title: **Accounts Receivable Associate**

May 2023

Person:

Basic Function: Cash Application, Customer Master File support, Credit Memo processing support, AR support.

Accountabilities

1. Payment Application - Apply payments received from customers according to remittance
2. Payment Reconciliation - Research, review and adjust customer disputes, short payments, and deductions
3. Transfers – Initiates transfer from bank accounts/PayPal
4. Invoicing - Upload invoices to customer portals as needed
5. AR Calls – answer and service phone calls from Sales Representatives and Customers
6. Open Mail - Open and sort mail.
7. New Customer Set up - Processing and setting up new customers
8. Monthly Statements
9. Sales Tax - Sales tax certificate and all processes related to it
10. Documentation - Update and maintenance of System Documents- AR Procedures
11. Back up - Customer Master File – Maintain the CM fields on the AS400 that comprise the Customer Master File
12. Back Up - Credit hold
13. Back-Up- Process AR Adjustments - PA's, CM's- Markdown Allowances etc.
14. AR Collection Calls, Resolve AR Discrepancies

Reporting Relationships

1. Up: Accounts Receivable and HR Manager
2. Across: Sales Representatives, Customer Service

Principal Duties

1. Payment application
Customer payments and adjustments. Cash application from all in-bound sources: mail, lockbox, credit cards, ACH/WT, sales rep cash/check sheets, checks sent in by reps, post-dated checks and credit cards
 - a. Scans checks in to the bank
 - b. Makes deposits to the bank
 - c. Access Shopify to apply payments for website activity
 - d. Credit card processing
 - i. Process credit card payments daily through third party processor web site
 - ii. Run Credit Card report to capture additional credit cards to charge
 - iii. Enter in AD400 - AR30 screen as cash payment batch
 - iv. File and Maintain Batches

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2. Payment Reconciliation
 - a. Review all rejected payments and/or short payments for resolution. Access customer websites for detail as needed
 - b. Submit POD packets to contest rejected/short payments
 - c. Review AR discrepancies and make collection calls

3. Transfers
 - a. Monitor balances and initiate transfers from depository accounts to main bank
 - b. Initiate PayPal transfers and coordinate with Shopify payment

4. Invoicing: Upload invoices to customer portals as needed

5. AR Calls – answer and service phone calls from customers and sales representatives

6. Open and sort mail daily
 - a. Open Mail
 - b. Distribute to appropriate employee

7. New customers Set Up
 - a. Process and set up new customers in AS400
 - b. Check trade references, get codes sales manager and set up in CM files
 - i. Complete and distribute trade reference forms
 - ii. Follow up on same

8. Monthly Statements
 - a. Run and Mail monthly statements to customers

9. Sales Tax Certificate
 - a. Enter customer resale certificates as needed in Avalara

10. Documentation
 - a. Maintain system documentation for AR procedures
 - b. Update AR sys docs as needed for changes in process

11. Back up - Customer Master File – Maintain the CM fields on the AS400 that comprise the Customer Master File

12. Back Up- Credit hold
 - a. Review credit hold report, release orders and contact customers as needed

13. Back-Up- Process AR Adjustments -PA's, CM's- Markdown Allowances etc.
 - a. Process Credit Memos & price adjustment as needed

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14. AR Collection Calls, Resolve AR Discrepancies

- a. Make collection calls as needed from AR manager & assigned customers

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

1. Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Designs alternative solutions; Works well in group problem solving situations
2. Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Develops realistic action plans.
3. Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
4. Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
5. Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with change, delays, or unexpected events.
6. Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

Minimum of Associates degree or equivalent transaction related experience
Basic Excel skills

Language Skills

Ability to communicate effectively in English, in both written and verbal formats, as well as to present information to internal customers and/or management

Computer Skills

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To perform this job successfully, an individual should have knowledge of Microsoft Office software product, basic skills in Excel; Internet software; and the ability to navigate through an AS400 ERP environment.

The position requires the individual to access and navigate multiple third-party websites to obtain backup for AR deductions and payments. Capable navigation of these sites is a requirement to be successful in this role.

Certificates

No specific certifications are required for this role

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands to type or feel. The employee is regularly required to talk and hear. The employee is occasionally required to stand; walk, climb or balance. The employee is occasionally required to lift and/or move up to 5 pounds.

Specific vision abilities required by this job include close vision.

Logistics

1. Office hours: 8:00 AM to 5:00 PM
2. Position is eligible for Flex Hours
3. Position is hybrid (2 days in office minimum)

Position will be located in Mt. Prospect, IL and will be eligible to participate in the benefits provided by Fromm International. Salary range is commensurate with the job responsibilities.

I have read my job description and understand its content. I realize that additional responsibilities may be assigned to me as needed.

Name

Date