



Credit and Collections Specialist

Are you calm under pressure? Do you enjoy a team environment while being an independent contributor? Bay Area Beverage Company is looking for a Credit and Collections Specialist who is responsible for: auditing and reconciling the driver check-in process to resolve any billing discrepancies, contacting customers for collection and resolution of discrepancies, as well as answering sales and delivery questions via phone throughout the day. In addition, this is a key position for interdepartmental communication between Operations and Finance.

SPECIFIC DUTIES

- Answer multiple phone lines to address sales, driver, customer questions and delivery concerns
- Review and audit delivery routes daily to ensure proper billing
- Timely and accurate application of daily receipts collected on delivery routes
- Work with all internal teams to research and resolve discrepancies to address any outstanding balances with customers
- Use GAAP on a daily basis to ensure accurate account reconciliations
- Detect and research pricing discrepancies found during daily route audit. Work with pricing team to resolve.
- Monitor returned products and credits to ensure compliance with ABC Laws and Regulations
- Ensure the end of close process is accurately completed within given deadline
- Learn, comprehend and comply with all aspects of ABC Credit Laws while keeping in line with company policy and procedures
- Assess and report abuse of any policy to mitigate legal risk for the company
- Collaborate with the Finance team and other departments to improve processes in order to exceed customer expectations
- Provide support to Staff Accountant – Accounts Receivable
- Cross train with Finance department team member to serve as back-up during absences
- Complete projects directed by Accounts Receivable Supervisor

QUALIFICATIONS

- 3-5 years recent experience in Accounts Receivable, Collections, and Cash Application
- Strong computer skills
- Intermediate knowledge of Excel and Word
- Ability to multi-task
- Prompt and reliable
- Ability to identify, assess, and resolve problems accurately
- Ability to work independently and as part of a team.
- Exemplary customer service skills
- Knowledge of ABC Credit Laws preferred