

## JOB DESCRIPTION

**JOB TITLE:** Accounts Receivable Specialist  
**DEPARTMENT:** Accounting  
**PEOPLE LEADER:** Accounts Receivable Manager

**EXEMPTION STATUS:** Exempt  
**EEO-1 STATUS:**

**JOB SUMMARY:** As an Accounts Receivable Specialist, you will collaborate with the Accounts Receivable Manager and Senior Specialist to efficiently manage customer invoicing and payment processes. This entry-level accounting position focuses on ensuring timely and accurate handling of invoices, payment posting, and maintaining detailed records. You will play a key role in monitoring customer accounts, identifying incoming cash flows, and initiating collections when necessary. The role demands effective communication skills for nurturing customer relationships and resolving billing discrepancies. Your contributions will be vital in maintaining the financial integrity and cash flow of the organization through diligent accounts receivable management.

### **ESSENTIAL DUTIES**

- Build and maintain positive relationships with customers, effectively handling inquiries and requests.
- Review, enter, and reconcile daily payments; process adjustments and credits to invoices as needed.
- Respond to incoming requests from both customers and internal employees; assist with calls on the accounting phone line.
- Reach out to carriers for necessary paperwork, audit customer accounts, and identify when customer contact is required.
- Create aging statements and prepare other customer-requested reports.
- Manage and resolve open issues on customer accounts promptly.
- Conduct a minimum of 10 collections calls per week and monitor customer compliance.
- Review loads for billing, confirm customer requirements are met, and submit invoices through the requested method.
- Project upcoming payments to assist in cash flow management.
- Verify and record payments, maintain accurate records, and ensure timely and accurate transactions.
- Set up and maintain customer accounts in the accounting systems.
- Prepare journal entries, reconcile general ledger, or bank accounts regularly, and monitor cash flow.
- Respond to customer inquiries, resolving concerns or discrepancies.
- Assist in year-end, monthly, or quarterly accounting procedures.
- Ensure all financial activities comply with accounting standards and company policies.
- Other duties as assigned.

### **PROFESSIONAL**

- Ability to adapt and work in a fast-paced environment.
- Build and foster an environment of teamwork, integrity, and leadership.
- Communicate, written and verbal, in a manner that is respectful, professional, and polite.
- Demonstrate efficient time management skills by being punctual and reliable.
- Keep work station clean and free of clutter.

**WORK ENVIRONMENT**

- The physical environment requires the employee to work in an open office setting with regulated temperatures, where many people are on the phone for long periods.

**PHYSICAL DEMANDS**

- Sitting or standing at a desk, typing, looking at multiple computer screens, and responding to inbound/outbound phone calls, emails, and instant messages throughout the day.
- Occasionally may need to bend, stand, or lift up to 10 lbs.

**POSITION TYPE AND EXPECTED HOURS OF WORK**

- This position is full-time. Employees typically work Monday-Friday, typical working hours (with an hour lunch), 40+ hours per week, as business demands.
- This role is expected to work outside of typical business hours as business needs dictate.

**TRAVEL**

- This position would require minimal to no travel. Employees may travel to work-related conferences, trainings, events, etc.

**QUALIFICATIONS****Education**

- High School Diploma, GED, or equivalent required.
- Associate or bachelor's degree in accounting, finance, or related field required.
- Additional related training and certifications will be weighted on a case-by-case basis.

**Experience**

- Prior experience in accounts receivable or accounting, 1-2 years in a related role is preferred with familiarity working with accounting processes and systems.
- Experience with specific accounting software (e.g., QuickBooks, SAP).
- Customer service experience, handling customer interactions and resolving inquiries effectively.

**Knowledge, Skills, & Abilities**

- Attention to detail, essential for accurately processing transactions and maintaining financial records.
- Organizational skills for managing multiple tasks and maintaining systematic records.
- Communication skills, effectively interacting with customers and internal teams.
- Problem-solving abilities resolving discrepancies and customer issues.
- Basic accounting knowledge, understanding of accounting principles, practices, and the handling of financial transactions.
- Computer proficiency skills (Microsoft Office, Excel, and familiarity with accounting software such as QuickBooks).
- Analytical skills to analyze financial data and prepare reports.
- Time management skills, with the ability to prioritize tasks and meet deadlines.
- Knowledge of billing and collections procedures and understanding of processes and techniques for effective collections.

**DISCLAIMER:** EASE is a rapidly growing and changing company, responsibilities of this position will continue to adjust as needed to meet business demands. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee and may change, or new ones may be assigned at any time. Employees will be notified of any additions or changes to responsibilities, duties, or expectations by their direct manager or anyone in a position of authority within EASE Logistics.

**EQUAL OPPORTUNITY:** EASE Logistics Services LLC is an equal opportunity employer. Each applicant and employee will be given full consideration for employment and advancement without regard to race, religion, color, sex, national origin, veteran status, age, or disability.

**EMPLOYMENT AT WILL:** EASE Logistics is an "at-will" employer. "At-will" means that employee or EASE Logistics can end the employment relationship at any time, for any reason, and without cause or notice. Employee and EASE Logistics have not entered any length of employment contract.

**ACKNOWLEDGEMENT:** I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with EASE Logistics.

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Employee Signature

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Date

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Printed Name