

Job Family	Collections
Job Title	Senior Collection Analyst
Level Category	Professional

Veritas Title	Senior Collections Analyst
Job Summary	Customer facing Accounts Receivable collections: Responsible for timely collections of past due accounts receivable for assigned portfolio of accounts. Contacts past due customers to identify issues stopping payments, resolve them and secure past due payments. Works with other Veritas departments including Sales, Order Management and Billing as necessary to resolve customer disputes. Responds to queries from customers and from internal departments regarding status of orders on credit hold, disputes, credit limits. Makes credit decisions regarding orders on credit hold. Prepares periodic reporting on assigned portfolio. All roles are expected to take on tasks and/or assignments that stretch their ability and prepare them for increased responsibility.
Primary Accountabilities	Perform Accounts Receivable Collections
	Perform Periodic Reporting
	Contacts clients to collect on past due invoices under direction of immediate manager. Analyzes aging reports to prioritize collection efforts. Incumbents in this role will handle larger, more complex accounts with higher dispute levels and/or higher levels of delinquency. Provides data to managers to support Bad Debt Write offs and may make recommendations. Responds to and resolves queries from customers or other Veritas departments. Provides clients account statements, invoice copies and status of orders that fail credit check.
	Interacts with sales support, customer service, and accounts receivable to gather information affecting customer accounts including disputes. Works with other departments as necessary to resolve payment disputes.
	Reconciles accounts where necessary where a customer disputes application of payments or credit memos. Is the Collections escalation point for payment disputes on assigned portfolio.
	Ad-hoc projects at the direction of the manager including responding to information requests of other finance departments or external auditors by researching Accounts Receivable
	May provide ERP training as needed to less experienced team members
Skill	Has a complete understanding of the job and applies knowledge, skills and critical thinking to complete a wide range of tasks.
Job Complexity	Under the supervision of the immediate manager works on assignments that are moderately to very difficult, requiring judgment in resolving issues or in making recommendations. Must be able to analyze data, identify problem areas, make improvement recommendations, and implement approved recommendations. Excellent detail orientation and strong math and problem-solving skills. Understands implications of work. Has a sufficient understanding of other departments' processes to participate in discussions of interdepartmental processes. May be delegated limited credit authority.
Supervision	Normally receives little instruction on daily work. Follows general instructions on new tasks or assignments. May act independently to determine optimal ways to complete new tasks or assignments. Has limited credit authority depending on level to make decisions on orders on credit hold in their own portfolio and in other analysts' portfolios
Experience / Education / Certifications	Bachelor's degree with some Accounting training. Typically requires at least 4 years of related customer facing experience including two years of collections experience in a high volume environment with at least a moderate level of disputes. More advanced Collections experience and basic Credit certifications are appropriate. Oracle or other large ERP experience is preferred.
General or Physical Requirements	Must be able to communicate complex problems and concepts effectively verbally and in writing. This position requires working with a computer (keyboard/mouse), telephone, and/or calculator; or, other repetitive use of hands. Excel skills sufficient to complete daily tasks and ad-hoc projects and to analyze an account or a portfolio and at least three years working with an ERP are required. Extended working hours are required during the last month and especially the last week of the fiscal quarter.
Other Jobs at Veritas with Similar Skill Sets	similar customer facing jobs at this grade level such as Customer Care,Billing, also non customer facing roles such as Accounts Payable and Finance or Accounting roles depending on qualifications