

Contract Collections Analyst Job description

Veritas Technologies empowers businesses of all sizes to discover the truth in information—their most important digital asset. Ninety-seven percent of Fortune 100 companies rely on Veritas today.

The Veritas Collections Analyst is a customer facing position that contacts customers by phone and e mail to resolve issues preventing payments on past due invoices. The analyst will be assigned a portfolio of accounts and will analyze aging reports to prioritize their collection efforts. If granted credit authority, the analyst will make credit decisions on their customers' orders that fail credit check. As needed the analyst will provide customers' accounts statements, invoice copies and any other information that will expedite collections. The position responds to and resolves queries from customers or other Veritas departments and is often the Finance Group's escalation point for payment disputes. To do this the analyst will interact with Sales support, Technical Support, Customer Service, the Cash Application and the Billing groups to gather information affecting customer accounts and recommend account adjustments as needed. The analyst will also perform basic reconciliation of payments to invoices.

Periodic reporting on the assigned portfolio will be completed as to the status of accounts and recommendations of account adjustments including credits and Bad Debt Write-offs. The Manager may assign Ad-hoc projects including responding to information requests of other finance departments or external auditors by researching Accounts Receivable.

Extra hours of work will be required at quarters end to support the business.

Our incumbent analysts occasionally rotate to Cash Application or Billing roles depending on work needs and have a Bachelor's degree with some Accounting training and 2 -4 years of related customer facing experience and Oracle or other large ERP experience.

The Collections Analyst will have the opportunity to take on tasks and/or assignments that stretch their ability and prepare them for increased responsibility including occasional rotation to other groups within Credit & Collections. The position is located at Veritas' Heathrow, Fla office near Orlando.

Interested applicants should send their resume to Joyce Lobo, Senior Collections Manager at Joyce.Lobo@veritas.com with subject line Contract Collections Analyst Position.