

Overhead Door - Credit Account Manager

The overarching goal of the Customer Financial Services department is to support the sales growth of the Company while ensuring that cash flow and credit risk are maintained at acceptable levels. The Account Manager position is accountable for maximizing cash flow related to a large portfolio of customer accounts through proactive customer service, business to business collections, and prudent credit review activities.

Responsibilities

- Maximize cash flow from collections – requires:
 - > Use of aging reports
 - > Strategizing and call prioritization
 - > Detailed call notes
 - > Follow-up to ensure timely payment from customers on all outstanding invoices
- Minimize risk while maintaining customer service and sales relationships
- Perform order credit releases in an effective and timely manner
- Perform dispute management related to customer invoices and payments
- Minimize risk by conducting credit limit reviews
- Perform timely and accurate account reconciliation of portfolio
- Provide timely and accurate reporting for past due balances
- Communicate identified risk accounts to management as required

Qualifications

- Show initiative in problem solving and strategizing
- Strong verbal and written communications skills
- Customer service oriented, both internally and externally
- Versatile and proven ability to handle several projects simultaneously
- Work well under pressure
- Experience with financial analysis
- Advanced Excel skills
- Collaborate with others throughout the company to resolve issues
- Ability to apply common sense understanding to business needs
- Previous use of major ERP systems such as Oracle and JD Edwards
- Fast typing speed to notate accounts and navigate through systems
- Work well independently and within a team environment

Education

- Previous business to business credit and collections experience
- Construction industry credit and lien laws experience is a plus
- Business degree or equivalent combination of education and experience

The Customer Financial Services Department offers the opportunity to work in a stable company with over 100 years of continued growth where you will experience:

- Strong team camaraderie – we genuinely like and support each other
- Supportive leadership team with industry and credit expertise
- Professional and relaxed work environment
- Opportunities for growth, to learn and collaborate
- Excellent long-term customer relationships, both internal and external
- Fast-paced environment so the day flies by
- Ability to help resolve issues throughout the company