



COLLECTIONS MANAGER

Family-owned and operated since 1961, FORSHAW is a premier supplier in the Pest Management Industry. Offering more than 1500 products across the US, the company is headquartered in Charlotte, NC and has seven additional offices strategically located to provide exceptional, hands on service.

We need an **experienced, goal oriented Collections Manager to oversee our collections**. We are looking for a highly relational professional to build rapport with customers and manage expectations of customers in concert with sales. We are a forward-thinking operation with expansion on the horizon, so someone willing to grow with our organization will be a perfect fit.

Job Brief

Collections Manager maintains collections calls, correspondence, and customer relationships in a fast paced, goal oriented collections department.

Key Responsibilities

- Oversees entire collections process including customer calls, account adjustments, small balance write off, customer reconciliations, and processing credit memos
- Provides customer service regarding collection issues, processes customer refunds, and reviews / makes account adjustments, resolves client discrepancies and short payments
- Establishes new customer accounts, credit limits, and develops positive working relationship
- Monitors and releases credit holds on delinquent accounts
- Accountable for key metrics including days outstanding, customer appreciation
- Enlists sales / senior management appropriately to accelerate collection process
- Communicates and follow ups with sales regarding customer accounts on timely basis
- Maintains effective and cooperative working relationships with sales
- Performs other assigned tasks and duties necessary to support the Accounts Receivable Department

Essential Functions

- Manages key metrics and reports monthly to supervisor
- Sends and follows up on monthly delinquency notices
- Processes monthly credit memos and the appropriate reporting
- High volume phone calls to all delinquent customers
- Manages 3rd party collections process
- Reconciles customer disputes pertaining to payment of outstanding balances
- Interfaces internally and externally customer interface
- Participates in team planning meetings
- Meets defined department goals and activity metrics

Required Skills

- 3-5 years high volume, relationship-based Collections experience
- Firm command of billing and collections procedures
- Accounts Receivable knowledge / experience
- Keen ability to develop rapport with customers
- Strong attention to detail, goal oriented
- Commitment to excellent customer service
- Excellent written and verbal communication abilities
- Ability to prioritize and manage multiple responsibilities