

Credit & Collections Specialist

We are looking for an independent, self-starter with an eagerness to learn to join our Accounting & Finance team at our corporate headquarters in Fairfield, CA.

As the Credit & Collections Specialist you are a self-starter, eager to make follow-up calls to ensure we get paid on time. You are detail oriented, always seeking to ensure accuracy and timeliness in your daily responsibilities.

Here at Encore, we empower you to make decisions and seek out the information necessary to be successful in your role. Forty-five plus years in business and still strong, we offer stability and growth opportunities within the organization and a regional presence. If you are passionate about details and finding solution-orientated results this is the position for you!

Bottles when and where you need them anywhere in the world - we are your source for anything packaging!

What you will be doing/The Role:

The Credit & Collections Specialist will manage the credit applications and collections process. This will include but not be limited to the following:

- Monitor and collect all past due balances.
- Contact and communicate past due balances directly to customer contacts and the applicable sales team members.
- Send weekly A/R Aging's to applicable sales team members.
- Send customer HOLD report to the proper departments.
- Submit AWS monthly delinquent report.
- Manage soft holds and releases with the applicable customer service representative (CSR) team members.
- Gather credit information as needed and complete the credit application process, presenting results and recommendations to VP, Finance & Accounting for credit decisions.
- Answer all credit inquiries received for all customers.
- Determine when to escalate past due balances to the VP, Finance & Accounting.
- Research and resolve credit balances on customer accounts, submit refund requests when necessary.
- Receive all inbound warehouse shipments into Sage.
- Research all customer payments that result in exceptions.
- Review all prepaid balances and resolve and or collect as applicable.
- Monitor all prepay correspondence between the CSR, customer and the prepay team. Step in when necessary to avoid open balances and or missed shipment deadlines.
- Perform any other Credit & Collections or Accounting Specialist duties as assigned by the VP, Finance & Accounting.

This position will play an integral role in being a part of our accounting team. We are a "roll-up your sleeves and get the job done" kind of company, where no job is too big or too small. We are a tight knit team, always willing to help each other to be successful.

Why Encore?

- We care about our employees – you are our biggest asset – we celebrate your milestones and success! From our service hero award, to Employee of the Quarter, to Above & Beyond and fun team outings from time to time.
- We are committed to employee development and growth – when you succeed we succeed!
- We offer a competitive base salary and benefits package with a generous 401k matching program.
- We have been around for over 40 years and continue to have exciting opportunities on the horizon.

MINIMUM REQUIREMENTS

- 3 or more years of progressive experience in an accounting role, preferably as a credit and collections clerk or specialist.
- Prior experience performing essential duties associated with or in support of the credit and collections processes.
- High school degree required.
- Associate degree or relevant certification is a plus.
- Good communication skills.
- Sound judgment in problem solving.
- Familiarity with bookkeeping and basic accounting procedures.
- Competency in MS Office, databases, and accounting software.
- Data entry and word processing skills.
- Hands-on experience with spreadsheets and financial reports.
- Accuracy and attention to detail
- Well organized.
- Aptitude for numbers.
- Ability to perform filing and record keeping tasks.

Encore Glass is an equal opportunity employer. For more information, please visit our website at www.encoreglass.com.

If you are interested in joining the Encore family, please reply to this ad and include your cover letter, resume and salary requirements. This position has a salary range of \$23.00 - \$26.00 per hour.