

## **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, have strong MS Excel skills, 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. 50 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.
- 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.
- 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 Outstanding Achiever Awards 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 50 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.
- Prior experience performing essential duties associated with or in support of accounting processes.
- High school degree required.
- Associate or Bachelors degree preferred.
- Good communication skills, particularly phone skills.
- Strong analytical skills are a must.
- Proactive self-starter.
- Well organized and capable of using Outlook calendar to manage daily, weekly and monthly tasks
- Sound judgment in problem solving.
- Competency using MS Office Suite (particularly Excel) Accounting & Credit databases, and accounting software.
- Hands-on experience with spreadsheets and financial reports.
- Data entry and word processing skills.
- Accuracy and attention to detail
- Aptitude for numbers.
- Ability to perform online filing and record keeping tasks.

Encore Glass is an equal opportunity employer. For more information, please visit our website at [www.encoreglass.com](http://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.