

Redwire Job Description

Job Title: A/R Specialist (AR Sp)
Dept or Location: Tallahassee Administrative
#1041 AC9 JD18

https://workforcenow.adp.com/myportal/ess/recruitment/internalPostingPreview.faces?client=sonit&jobId=128850&lang=en_US&source=CC2

Job Summary:

The primary responsibilities of this position include client care. In addition, the A/R Specialist shares in processing deposits and responding to questions regarding customer accounts resulting from both client in-bound calls and supporting the sales team. Excellent customer service skills are required, in addition to great listening skills, a take-charge capability of problem-solving, follow-up procedures and the necessity of understanding the ramifications of tasks performed.

Job Requirements:

Above average client relation skills and a sense of urgency are needed. A professional attitude and demeanor on the phone as well as face-to-face is necessary. Multi-tasking, research & organizational skills will be used in this position. The AR Specialist must be detail oriented and possess good time management & prioritization skills. This position interacts with many company departments, thereby requiring an attitude that fosters a teamwork approach to problem-solving. The position requires the use of Microsoft Office computer applications and applicable operations programs.

Job Responsibilities:

1. Handle incoming calls from clients seeking assistance with accounts receivable matters. This may involve researching details of account history and/or coordinating with other departments.
2. Point-of-contact for National Account customers & a large education institution client.
3. Assist in the collections process by contacting clients with past due accounts up to 60 days late & coordinate with appropriate personnel. This creates a team approach to the collection process.
4. Point of contact to perform major account breakout analysis.
5. Participate in the annual rate increase update process.
6. Post deposits to customer accounts in the accounting system.
7. Participate in reception lunch relief for reception and company phones.
8. Other duties as necessary

Reporting Relationships:

This position reports directly to the Accounting Manager. All non-management personnel are peers.