



SENIOR COLLECTION SPECIALIST

POSITION DESCRIPTION

Overview: The Carter Lumber Senior Collection Specialist is responsible for collecting receivables in assigned market portfolio (~\$50M- \$200M in annual revenue) to meet cash flow targets while mitigating delinquent receivables and bad-debt loss. Professionally address customer requests, partner with sales and administrative teams to promote sales, build lasting customer relationships and thrive in a fast-paced team environment. The Senior Collection Specialist will take a lead role in department training, creating training documentation and addressing escalated or complex customer accounts.

Desired Qualifications:

- AA degree in Business, Accounting or related field or 3-5+ years collecting accounts receivable preferably in the construction/supply industry
- CBA or CBF certification desirable
- Understanding of construction contracts and standard project money flow
- Knowledge of construction mechanics lien/ bond laws and regulations of states in assigned market and negotiation of conditional and unconditional lien waivers
- Basic accounting and finance knowledge is required
- Demonstrated proficiency working with Microsoft Word, Excel, and Outlook
- Ability to communicate effectively across varying audiences and gain consensus
- Exercise good independent judgment & discretion, can make decisions and articulate reasoning
- Takes ownership and accountability for results
- Prioritizes and adheres to established deadlines
- Quickly identifies and resolves issues, knows when to “raise the flag” to escalate issues
- Excellent verbal and written communication

Essential Functions (Reasonable accommodations may be made to enable individuals with qualified disabilities to enable employee to perform the essential functions):

- Collect accounts receivable for assigned market
- Meet cashflow targets through direct involvement with customers and internal resources (credit, field, and sales leadership), focus on fostering positive long-term payment relationships and cultivating win/win solutions
- Monitor exposure relative to credit limits, manage credit hold queue and related process
- Enforce credit policy and expectations in local markets
- Research deductions and payment shortages
- Utilize the Get Paid credit module integration and maintain collection notes
- Monitor and maintain Lien/Bond rights, coordinate closely with Legal & Lien team to properly execute lien waivers and file Liens to secure delinquent balances
- Negotiate and secure arrangements for payment with delinquent accounts within limits of authority
- Quickly identify, escalate, and secure at risk balances thru internal resources
- Demonstrate a high-level of judgement in collecting; balance the need to collect and secure with sales goals and relationships
- Troubleshoot discrepancies, missing information, and billing disputes to resolution
- Perform other duties as assigned

Equipment Used:

- Personal computer and various software provided
- Company phone provided (restrictions apply)
- Copier, fax machine and other office equipment

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job

- Ability to concentrate and communicate verbally or via written correspondence
- Ability to operate computers and office equipment
- Ability to sit; stand; walk; and occasionally lift office products, files and supplies, up to 20 pounds



- This position requires regular in-person attendance in order to complete the essential functions and job duties satisfactorily

Work Environment:

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, email, the Internet, telephones, photocopiers, filing cabinets and fax machines.

Expected Schedule:

- Work schedule is normal Monday through Friday, with a meal break provided as determined by Market or state law. Occasional overtime work may be required as workload demands. Must have capacity to work a flexible schedule, including weekends and holidays as needed.

Reporting Relationships: A Senior Collection Specialist reports to the Corporate A/R & Collection Manager. No positions report to the Senior Collection Specialist.

Disclaimer: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Carter Lumber is an equal opportunity employer and prohibits discrimination against any employee or applicant based upon race, color, age, gender, sex, national origin, ancestry, religion, disability or any other legally prohibited characteristic.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. To request a reasonable accommodation that would allow you to perform the essential functions of the job position as explained in the Company's Employee Handbook, please contact the HR Department as soon as possible.

Signature: _____

Date: _____