



Maschmeyer Concrete Company

Roles and Responsibilities Collections Specialist

Philosophy: Aligned with the Maschmeyer Concrete Mission Statement, “*make it easy for our customers to do business with us*” and our Core Values, the Collections Specialist partners with the Accounts Receivable Manager in the effort to optimize collecting outstanding Accounts Receivable balances from existing customers. The Collections Specialist will also strive to resolve all other aspects of collections, including resolving customer billing problems and reducing Accounts Receivable delinquency over 60 days.

Collection Efforts: The Collections Specialist assists in managing and collecting payments from customers, ensuring that the Maschmeyer receives accurate and timely payment. He/She is responsible for the daily collection activity and follow-up of approximately 500 customer accounts. Documenting all collection activities with SalesForce is instrumental in communicating with internal customers.

Calling customers regarding collection issues and keeping customer contact information current in systems: phone numbers, fax numbers, and email addresses is vital. As part of the collections process, the Collections Specialist may send invoices and/or statements to customers as requested or to facilitate the timely collection of accounts.

Customer Relations: The Collections Specialist will work closely with Sales and Customer Service to respond to phone calls, emails and inquiries from both internal customers (Team members) and external customers, providing accurate and timely responses. It is also important to follow-up to resolve disputes and reconcile customer accounts.

A/R General: The Collections Specialist will cross-train with the Accounts Receivable department in the areas of invoicing, cash postings and lien releases. This will ensure that all functions of the department will be covered, as needed. Adhering to the monthly close timelines and accuracy of recordkeeping are required. Other duties may be assigned by the Accounts Receivable Manager.

Our Mission *To be the supplier of choice by consistently delivering quality products and services in a safe and timely manner.
We will make it easy for our customers to do business with us while providing a superior work atmosphere for our team members.*