



## **Roles and Responsibilities Accounts Receivable Specialist**

**Philosophy:** Aligned with the Maschmeyer Concrete Mission Statement and Core Values, the Accounts Receivable Specialist partners with the Credit Department, Sales and Customer Service, and any other related departments and/or team members to ensure that the Accounts Receivable data is accurate and timely. The Accounts Receivable Specialist provides a necessary support role to the Credit Department, ensuring accuracy and timeliness in order to optimize collecting revenue for the organization. Duties include but are not limited to:

- Invoicing is reviewed and sent on a daily basis.
- Statements are sent out monthly to customers.
- Answers invoicing questions and sends out copies of invoices and/or statements if requested.
- Answers customer phone calls or inquiries.
- Notices to Owner and assists with Lien Releases to assure they are processed timely.
- Collection calls are made on a daily basis.

**Accuracy:** The Accounts Receivable Specialist assures that all billings, Notices to Owner and Releases of Lien, etc., are processed accurately through reports, ledgers and spreadsheets and other company information.

**Timeliness:** The Accounts Receivable Specialist works with CFO, Controller, Credit Manager, Sales and Customer Service Dept., or any other department heads to ensure that processes are completed on a timely basis.

**Recordkeeping:** The Accounts Receivable Specialist is responsible for ensuring that all records are well organized and filed in a consistent and disciplined manner.

**A/R General:** Delivery Tickets. The Accounts Receivable Specialist is responsible for processing the scanned concrete and building material delivery tickets, researching missing tickets from each plant.

Invoice Prep. The Accounts Receivable Specialist is responsible for reviewing all delivery tickets, running and reviewing reports for invoice prep and generating invoices.

Statements. Monthly statements are processed and upon request updated statements are provided to customers.

Lien/Bond Rights. Notices to Owners are processed no later than 30 days from the first date of delivery on any given address or job for each customer to protect the company's exposure on jobs. Release of Liens are processed and sent to customers upon receipt of payment.

Collections. Agings are run on a regular basis and daily phone calls are made to ensure that revenue is collected timely.

**Support:** Phone calls, emails and inquiries. The Accounts Receivable Specialist shall answer phone calls, emails and inquiries from both internal customers (team members) and external customers, providing accurate and timely responses. If an answer is not readily available, it is acceptable to communicate that you will get back to them and then follow through in a timely manner.

In keeping with the Maschmeyer Concrete Mission Statement and Core Values, it is important to build and maintain good customer relationships with both internal and external customers. All team members of the Credit Department share and value this philosophy.

***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*