

Collections Specialist

Hybrid - Toronto

The Collection Specialist is responsible for achieving and maintaining the Company's credit and collections management plan. They ensure proper monitoring and timely identification of exposures, maintain appropriate controls, and ensure adequate credit and collections processes and procedures. They will complete credit checks and investigations on all new customers, and credit evaluations and set customer credit limits according to Company policy. The Collection Specialist will foster and maintain positive relationships with clients to capture needed customer credit, set payment terms and communicate remittance instructions in accordance with Company policy. They will also maintain reports that allow measurement accounts receivable trends and performance of the credit and collections policies and efforts. The Collections Specialist reports to the Collections Manager and works as part of the operations and accounting teams.

What you'll get to do:

- Oversee an assigned book of clients for collection of receivables through daily telephone collection calls, email, queries, and task management
- Monitor billings and accounts receivable data to identify customers exceeding or about to exceed credit limits or payment terms
- Determine appropriate plans of action for delinquent accounts and resolve day-to-day account issues by having meetings with the Members on the portfolio
- Ongoing management of short-payment investigation and clean-up, along with on account review and investigation
- Processing and investigating invoice credits and debits as required to maintain the accounts.
- Provide on account payment reconciliation and contact stake holders to recon accounts.
- Analyze client payment patterns and accounts receivable reports to identify potential problem accounts, then investigate the circumstances pertaining to those accounts.
- Generate weekly reports that identify delinquent accounts and communicate payment inquiries, through email and direct communication.
- Record accurate and detailed notes on collection efforts in People2.0 system for prompt follow ups
- Maximize performance of the Company's accounts receivable portfolio, as demonstrated by commonly used metrics, to help ensure the Company's ability to maintain highly competitive asset-based lending arrangements.
- Add value and build relationships with clients by managing accounts receivable and collections.
- Protect the Company's assets by using skills, tools and methodologies that effectively ensure early warning of potential problem accounts and recovery of all the Company's costs and fees.
- Contact clients and have regular weekly calls to review their open AR with People2.0 and discuss options to reduce their DSO
- Escalate concerns to clients, and management to mitigate risks.



Skills and experience we value:

- Associates or bachelor's degree, preferably with major in a business or accounting specialty
- Minimum 3 years' experience in business-to-business credit and collections
- High-level of customer service skills
- Intermediate Excel skills
- Superlative interpersonal skills
- Proficiency in MS Office with Intermediate Excel knowledge
- Ability to conduct solo meetings with Members explaining the portfolio and methods to recover dues on their portfolio accounts.
- Superior written and verbal communication skills and professional demeanor to support frequent written and telephonic communication with customers at a management level
- Proven ability to practice effective customer service techniques, yet to be professionally assertive when necessary
- Ability to work within and learn new systems, to include Microsoft suite and internal software applications
- Analytical with good problem-solving skills and a detail orientation
- Highly organized and self-directed, with the ability to keep up in a fast-paced work environment

Benefits and location:

- Eligible for variable compensation plan based on performance and company goals
- Flexible Work Program (work from home and hybrid options)
- Paid vacation, sick days, and holidays
- Medical, dental, and vision insurance
- 401(k) retirement plan
- Voluntary life insurance
- Many more ancillary benefits
- Periodic travel of less than 20%

How to apply:

Send your cover letter and resume to recruiter@people20.com and reference the job title and location.

About People2.0

People2.0 is the world's leading enabler of global, mobile, flexible, and remote work arrangements. The company's employer of record (EOR) and agent of record (AOR) establishments around the world, networked by its proprietary FlexLife™ technology platform, create a unique global ecosystem within which talent suppliers can engage any category of worker in any work arrangement, anywhere, while independently working professionals have access to business support services and portable benefits. Global workforce deployment is facilitated through a single master services agreement and one point of contact. Visit People20.com.



People 2.0 is an equal opportunity employer and welcomes and encourages applications from people with disabilities. Accommodations are available to applicants taking part in all aspects of the selection process. If you require accommodation for a disability at any stage of the recruitment process, please contact HRCanada@people20.com.