

Collections Specialist

Canada (Hybrid)

The Collections Specialist reports to the Senior Manager, Cash Applications & Collections and works as part of the operations and accounting teams. This position is responsible for achieving and maintaining the Company's credit and collections management plan. Ensure proper monitoring and timely identification of exposures, maintain appropriate controls, and ensure adequate credit and collections processes and procedures are adhered to.

What you'll get to do:

- 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.
- 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 stakeholders 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 systems for prompt follow ups
- Maintain DSO as set by Company Policy.
- Escalate concerns to Members and management to avoid further deficiencies or risks

Skills and experience we value:

- Associates or bachelor's degree, preferably with major in a business or accounting
- Minimum 3 years' experience in business-to-business credit and collections
- High-level of customer service skills
- Superlative interpersonal skills
- Proficiency in MS Office with Intermediate Excel knowledge



- Ability to conduct client meetings independently 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:

- The current delivery team is based in Brampton, Canada
- Flexible Work Program (work from home and hybrid options)

How to apply:

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

About People2.0

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People2.0 is committed to providing equal employment opportunities to all associates and applicants without regard to race, color, national origin or ancestry, citizenship status, religion, sex (including pregnancy, lactation, childbirth or related medical conditions), sexual orientation, physical or mental disability, age, veteran status, uniformed servicemember status, gender identity, genetic information (including testing and characteristics) and any other characteristic prohibited by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.

In furtherance of this commitment, the Company is committed to providing a work environment that is free of prohibited harassment. As a result, the Company strictly prohibits sexual harassment and harassment against applicant and employees based on any legally recognized status, as defined above, or any other status protected by federal, state, or local laws.

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.