JOB DESCRIPTION

| Job Title: | Accounts Receivable (A/R) Manager  |
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| Reports To:  | (Name of Immediate Supervisor) |

**Job Purpose**

The Accounts Receivable Manager oversees the people, processes and procedures in place to ensure payments are properly processed, collected, tracked, and recorded, and that customer service levels are maintained at a high level.

To successfully do this job, you should be adept in accounting-related tasks such as collection management and accounting in the context of the logistics and transportation industry. You must be detail-oriented, organized, and exhibit excellent communication and managerial skills. An effective accounts receivable manager is someone who is highly skilled when it comes to providing direction on processes, policies, and other mandatory requirements and controls related to A/R such as how to record, monitor, and report on financial and collections data.

**Duties and Responsibilities**

* Manages the Accounts Receivable department within [Organization Name], including putting appropriate A/R processes, procedures, and controls in place
* Leads the A/R team in day-to-day AR functions such as payment collection and exceptional customer service; assigning tasks and communicating expectations effectively
* Ensures incoming payments are properly tracked and entered into the database, maintaining accurate records and advising on appropriate tracking systems
* Completes financial management and data analysis
* Provides financial reports or other communications for [Organization Name] executives as required to keep them informed
* Develops, implements, and manages short and long-term objectives and plans which are in alignment with corporate goals and strategies and evaluates the effectiveness of any initiatives or plans that are put into place
* Implements quality control measures and quality improvement initiatives
* Resolves processing issues and assists with implementing corrections and process enhancements
* Resolves client conflicts or issues directly or by providing guidance to fellow team members
* Protects the organization’s value and the privacy of customer information by maintaining confidentiality
* Any other duties as needed and assigned

**Qualifications**

* University/college degree in a business or accounting related field; work experience may be substituted
* A professional designation such as a CMA, CGA, or CA is considered an asset
* 5+ years experience in Accounts Receivable, Collections Experience (B2B), Finance (General/Cost Accounting), or a related field
* A minimum of three years in a management/supervisory role
* Solid knowledge of A/R and A/P functions
* Experience with project planning and execution
* Proficiency in Office software, including Microsoft Word, Excel, and Outlook as well as accounting/bookkeeping software
* High level of accuracy, efficiency, and accountability
* Attention to detail and the ability to communicate effectively orally and in writing
* Ability to build relationships with clients and internal departments
* Excellent organizational and time management skills
* Excellent communication, research, and problem-solving skills
* Ability to multitask, delegate, and meet deadlines
* Knowledge of applicable logistics and accounting regulations

**Working Conditions**

* Overtime may be required
* Travel may be required
* Ability to sit for long periods of time