

Senior Accounts Receivable Specialist

Finance

Position Description

Supervised by: Director of Finance and Fulfillment Operations

Supervises: N/A

Status: Exempt

Location: InterVarsity Press (Westmont, IL)

To advance the purpose of InterVarsity Press, this position will manage the daily tasks related to collection of assigned customer accounts, the posting of customer payments, managing customer credit applications/extension of credit and other related duties. As the Senior Accounts Receivable Specialist, this position will also assist with escalated customer issues, review of A/R adjustments and ensure proper maintenance of the Company's sales tax and tax-exempt compliance initiative.

MAJOR RESPONSIBILITIES

Personal:

- Be a maturing disciple of Jesus Christ: growing in love for God, God's Word, God's people of every ethnicity and culture, and God's purposes in the world

Customer Credit and Collection

- Process new customer credit applications in a timely and accurate manner; analyze of credit worthiness of existing customers and determine customer credit limits
- Maintain customer receivables by making collection calls and/or e-mails/correspondence and work aged receivables that are past terms
- Provide excellent and considerate customer service regarding collections issues, process customer refunds, account adjustments, resolve discrepancies and short payments
- Maintain accurate cash collections notes and details within the customer record in the ERP system
- Handle accounts receivable operational issues according to established policies and procedures
- Communicate and follow up in a timely manner with sales department regarding past due customer accounts and held orders; enlist the efforts of sales and senior management when necessary to accelerate the collection process

Cash Posting and Processing

- Post customer payments daily by recording cash, checks, credit card, ACH and wire transactions in a timely and accurate manner
- Verifies validity of account discrepancies by obtaining and investigating information from sales, customer service, shipping and customers
- Ensure Accounts Receivable Team posts and processes customer payments in a timely manner to meet agreed upon department goals and objectives

Contribute to the effectiveness of the team:

- Assist with the organization's sales tax compliance initiative and implementation with One Source including exemption certificate maintenance
- Perform office functions to support own work
- Train qualified Accounts Receivable staff as needed
- Provide analysis of customer accounts as requested by management

- Provide suggestions and ideas on process and workflow improvement and work with Accounts Receivable to team to implement process and workflow improvements
- Encourage the building of trust, promote healthy positive conflict resolution, foster commitment, set positive tone, and focus on results
- Provide encouragement, accountability, and ongoing, positive feedback to team members

Maintain technical and professional growth and development:

- Stay current with computer programs InterVarsity uses to support the above functions
- Attend workshops and classes as necessary

QUALIFICATIONS

- Annually affirm InterVarsity's Statement of Faith
- Bachelor's degree or equivalent experience is required
- A minimum of 5 years of relevant experience (including sales tax experience)
- Effective oral and written communication skills
- Ability to organize events and the details involved
- Ability to maintain accurate records and files
- Ability to take charge of tasks and work independently without close supervision
- Ability to develop procedures for doing work
- Ability to work under the pressure of deadlines
- Open to learn new concepts, methods and skills
- Working knowledge of Microsoft software applications (Word, Excel, Outlook, and Teams) preferred
- Demonstrated ability and commitment to work in a diverse team environment
- Flexibility to attend the Urbana Student Missions Conference every six years, Dec 26-Jan 1, and National Staff Conference every three years (the year after Urbana), approximately Jan 2-7.

External Candidates: Please see instructions at ivpress.com/jobs to complete your online application and send your resume and cover letter to ivpcareers@ivpress.com.

For Internal Candidates Only: Please download and complete the Internal Application Form and also send your resume to ivpcareers@ivpress.com

InterVarsity Christian Fellowship/USA

Frame of Reference

All staff members subscribe annually to the Purpose Statement of InterVarsity:

In response to God's love, grace and truth:
The purpose of InterVarsity Christian Fellowship/USA is
to establish and advance at colleges and universities
witnessing communities of students and faculty
who follow Jesus as Savior and Lord:
growing in love for God,
God's Word,
God's people of every ethnicity and culture
and God's purposes in the world.

This purpose is admittedly more limited than the Great Commission. As a mission extension of the local church, we have adopted boundaries on our activities based on our call to serve a defined group of God's people. Within the context of InterVarsity's purpose, all of the relationships and tasks that staff members engage in as part of their work for InterVarsity have both eternal and temporal components.

Values:

InterVarsity is committed to developing men and women from diverse cultures, backgrounds, and generations, whom God calls to work with us for both shorter and longer periods of service, as we pursue the call of God in the university world.

Maturing Disciple of Jesus Christ:

Every InterVarsity staff member is to be a maturing disciple of the Lord Jesus Christ, growing in obedience to the Scriptures. The marks of a long-term love relationship with Christ in the fullness of His Spirit are described in Galatians 5:22: "The fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control." In the workplace, this fruit is revealed in healthy working relationships which encourage all staff to accomplish their work and enhance their focus on the spiritual aspects of their work.

Teamwork:

Each individual staff person is a vital member of Christ's body. This means that we will work with one another in ways that honor and encourage all to grow in Christ while accomplishing His work. Our community requires that each individual serve as a team member in a collegial and open environment based on values, relationships, and vision as well as structure and position.

InterVarsity staff, both employees and volunteers, commit to serve God and all InterVarsity colleagues, students, and partners, with sensitivity to both the eternal and temporal dimensions of our work. "Whatever your task, work heartily, as serving the Lord." (Colossians 3:23a)