

Job Description

Job Title: AR Manager
FLSA Classification: Exempt
Department: Finance
Reports to: Controller

Job Summary

The AR Manager is responsible for leading a credit and collections team focused on supporting company goals while protecting Loftin Equipment Co. They will provide credit information to create new customer relationships and validate existing relationships. The AR Manager will collaborate with business partners to implement initiatives that assist with credit and collections activities while providing a positive credit and sales experience for our customers.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily including the following.

- Lead a credit and collections team to include hiring, training, development, and coaching
- Support the credit and collections teams with daily operations including help with collections, troubleshoot software issues, and resolve any interdepartmental credit discussions
- Collaborate with internal branch and department managers to timely resolve delinquent accounts
- Maintain customer accounts ensuring accurate and up-to-date information; including sales tax exemption certificates
- Execute lien and bond filings and claims
- Recommends, reviews, and approves extensions, charge-offs, and other collections actions
- Process credit card payment for customers
- Review and approves credit memos
- Review and process customer refunds and chargebacks
- Implement and maintain policies and procedures for all aspects of AR operations
- Answer overflow phone calls and emails that come into AR department
- Other duties and projects as assigned.

Qualifications/Experience/Education/Skills:

- 5+ years credit analysis and collections experience, preferably in a similar industry.
- 3+ years previous team management experience
- Bachelor's Degree in Business Administration, or equivalent relevant work experience.
- B2B collections experience
- Strong working knowledge of lien and bond rights, filings, and releases
- Knowledge of bankruptcy law
- Highly competent in the use of Microsoft Office 360 and other Microsoft products/systems.

Strong technical aptitude, including ability to learn new systems quickly and train/support team in adoption.

Competencies/Attributes:

- Strong communication skills, to include written, oral and active listening; clear and persuasive in negative or positive situations; asks relevant questions to get clarification; conveys thoughts and

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ideas in a concise manner; responds well to questions and feedback; demonstrates group participation skills.

- Builds and maintains strong working relationships with customers (internal and/or external) and coworkers; establishes confidence and shares knowledge with others.
- Balances team and individual responsibilities; exhibits objectivity and openness to others' views; contributes to building a positive team environment; supports everyone's efforts to succeed; recognizes accomplishments of other team members.
- Does what it takes to get the job done for the customer and/or team; nimble, adaptable, resilient, and a bit entrepreneurial; demonstrates learning agility when further developing technical, functional, and interpersonal skills.
- Resourceful problem solver; uncompromising customer service inside the organization and out; never get complacent.
- Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Determines appropriate action beyond health and safety guidelines; observes all safety and security procedures; reports potentially unsafe conditions immediately; uses equipment and materials properly.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must frequently lift and /or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include color vision, close vision, distance vision, depth perception, peripheral vision, and ability to adjust focus.
- Must be able to regularly talk or hear.
- The employee is frequently required to sit, use hands to finger, handle, or feel; reach with hands and arms.
- The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl.