



JOB POSTING

POSITION: Bilingual Collections Lead
STATUS: Full-Time
LOCATION: Kohl & Frisch Limited (Concord, ON)
REPORTS TO: Manager, Credit & Collections
DEPARTMENT: Finance

Primary Role of This Position

Reporting to the Manager, Credit & Collections, this position is responsible for managing all accounts across Canada, encompassing collections, reconciliation, cash receipts and allocation.

Key Areas of Responsibility

- + Identify when delinquent accounts need to be called based on their terms of sale and call promptly once an account becomes past due
- + Follow up frequently for payment commitments
- + Provide detailed information in the online credit notes
- + Handle all requests for documentation and conduct all research resulting from the request
- + Manage the allocating of all daily cheques and online payments
- + Manage all drop shipment credit approvals
- + Review and release held orders within approval limit
- + Reply to all trade credit references
- + Perform credit reviews as required and recommend credit limit increases to the manager
- + Weekly ATB analysis with manager
- + Assist in preparation of the monthly Watch list
- + Work in conjunction with manager to improve systems including design, testing, and implementation
- + Provide superior customer service to our internal and our external customers
- + Inform sales representatives of significant changes in account status in a timely and professional manner
- + Compile and submit information about problem accounts to the department manager
- + Other duties as required
- + Work as a team with sales, customers, other departments, and members of this department to accelerate cash inflows and reduce credit risk

Key Contacts

- + Key account business owners and bookkeepers
- + Sales management
- + Senior management
- + Other departments

Qualifications

- + Minimum of 10 years of progressively responsible credit and collections experience, in a high-volume department
- + Fluency in French and English is mandatory, with good speaking and business writing skills in both languages
- + University or college (or equivalent experience)
- + Experience working in a privately owned organization would be an asset
- + The Credit Institute of Canada's Certified Credit Professional (CCP) Designation would be preferred
- + Must be able to work autonomously and have effective and persuasive collection and negotiation skills
- + Must possess excellent organizational, reconciliation and analytical skills
- + Proven ability to overcome obstacles and get results
- + Must have strong interpersonal skills with the ability to communicate and develop a high level of confidence and trust with critical contacts
- + Strong customer service skills, with the ability to resolve customers' concerns
- + Confidence and tact in dealing with business owners and sales team
- + Intermediate skills in MS Excel and Word
- + Conscientious and results-oriented, with a strong work ethic, positive attitude and the ability to work well under pressure and within deadlines

How to Apply

If you are interested in applying, please submit a cover letter and a résumé no later than **July 10, 2020**, to: mslaczka@kohlandfrisch.com.

Please ensure you specify the job title, **Bilingual Collections Lead**, in the subject line of your email.

Kohl & Frisch would like to thank all applicants for their interest. Only those candidates who are selected for an interview will be contacted.