



JOB POSTING

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

Primary Role of This Position

Reporting to the Supervisor, Credit & Collections, this position is responsible for managing Quebec and other regions as required, encompassing collections, reconciliation, cash receipts and allocation.

Major Responsibilities

- + While working autonomously, manage the timely collection and follow-up on assigned overdue accounts within the organization's established policies
- + Responsible for allocating all daily cheques and online payments
- + Responsible for all drop shipment credit approvals
- + Reply to all trade credit references
- + Full credit reviews and credit limit increase recommendations
- + Identify and target past due/problem accounts via weekly ATB analysis
- + Review and release of held orders
- + Set-up of customer statements
- + Prepare monthly Watch lists
- + Work in conjunction with Supervisor and Manager to improve systems including design, testing and implementation
- + Interactions with customers on collection issues, complaint resolution and service issues
- + Liaise with Sales team and Customer Service team on various issues including new customer requirements and collection issues
- + Liaise with IT on system issues
- + General administration
- + Keep management informed of any customer changes that might affect sales opportunities, profit and/or bad debt exposure

It is imperative that this position develop a high level of confidence and trust with assigned accounts. The incumbent must understand their unique customer issues and sensitivities, and facilitate them with relative reports and documentation to substantiate balances due, resolve queries and any customer concerns.

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
- + Enrollment in the Credit Institute of Canada's Certified Credit Professional (CCP) Designation Course 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
- + 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 senior management, sales team, and owners
- + Intermediate skills in MS Excel and Word
- + Strong written and verbal communication skills
- + 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 to fvaianisi@kohlandfrisch.com.

Please ensure you specify the job title, **Bilingual Credit & Collections Analyst**, 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.