

**JOB DESCRIPTION – ACCOUNTS RECEIVABLE REPRESENTATIVE****Department:** Customer Operations**Reports To:** Customer Service Supervisor**FLSA Status:** Non-Exempt

Job Summary: Primarily responsible for posting and balancing payments. This position is responsible for preparing daily bank deposits. Responsible for providing effective customer service by utilizing excellent in-depth knowledge of company products and programs. Complete all necessary work to ensure the customer receives the services and/or information requested in a timely fashion.

Essential Job Duties and Responsibilities:

- Perform customer service related duties such as customer inquiries in relation to payments, as well as assist walk-in customers, in a friendly and professional manner.
- Accurately post and balance payments.
- Prepare bank deposits and daily spreadsheets, and run corresponding reports.
- Accurately balance the daily cash drawer and handle cash transactions efficiently.
- Troubleshoot the e-bill site, input, upload and correct automatic credit card and ACH transaction working closely with the software provider.
- Provide support for the Customer Service Department and backup for the Call Center.
- Provide timely feedback to the company regarding service problems or customer concerns.
- Promote 3 Rivers' products and services.
- Timely and accurately balance, post, and report customer write-off payments.
- Timely and accurately proof and upload electronic payments.
- Consistently comply with CPNI (Customer Proprietary Network Information) rules.
- Train employees on the cash register
- Train employees to be Accounts Receivable Reps

Additional Job Duties and Responsibilities:

- Perform other duties and responsibilities as required to fulfill job function or as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of:
 - Company policies, procedures, products and services.
 - General office practices and procedures.
 - Computer based programs (Excel, Microsoft office products).
 - Time management and organizational skills.
- Skill to:
 - Operate various office equipment such as a computer, 10-key machine, copy machine, fax machine and multi-line telephone.
 - Exhibit a positive attitude.
 - Demonstrate exceptional communication skills.
 - Demonstrate proper telephone etiquette skills.

General Company Requirements:

- Work independently and be a team player within the department and the organization.
- Exhibit exceptional organizational skills and be a problem solver.
- Communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
- Work completely and accurately under time constraints and deadlines.
- Work in a fast pace environment and prioritize multiple work assignments.
- Provide excellent customer service.
- Help promote a safe working environment by following safety procedures.
- Occasional travel may be required.

Education and Experience:

Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be: High School Diploma or commensurate education and one year computer data entry experience and/or training.

Physical and Other Requirements:

This position may require 8 to 10 hour days, flexible hours and some weekends. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling:			X	
Lifting/Pushing/Pulling:				X
Fingering/Grasping/Feeling:				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc. Good working conditions with the absence of disagreeable conditions, aside from travel.

Additional Information:

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. 3 Rivers reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

3 Rivers is proudly an Equal Opportunity – Affirmative Action Employer.

Employee Acknowledgement
Effective Date: January 1, 2022

Date