



JOB DESCRIPTION

Job Title: Sr. Credit and Collections Analyst	Job status: FT <input checked="" type="checkbox"/> PT <input type="checkbox"/>
Department: Finance	Reports To: Controller
Revision Date: December 13, 2024	FLSA Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt

Position Overview

This position is primarily responsible for conducting quantitative analyses of information to determine customers' credit worthiness and their ability to repay credit obligations by performing the following duties and notifying or locating customers with delinquent accounts and attempting to secure payment.

Essential Job Functions

- Review and process credit applications and initiate inquiries into customers' bank and trade references.
- Request insurance and submit financial documents or other documents to insurance company as needed.
- Discuss high dollar value customer credit limits with Senior Analyst at Euler Hermes as needed to ensure highest possible coverage.
- Review and analyze complex financial statements, credit reports and other relevant data to assess creditworthiness and provide recommendations for credit limits.
- Evaluate the financial health of customers by analyzing income, debt levels, and liquidity.
- Assess the risk associated with extending credit and make recommendations for credit approvals or rejections; provide appropriate terms and credit limits within two (2) business days, unless there is an exception (e.g. references haven't responded and there are no orders yet, waiting on additional information/corrections from applicant).
- Collaborate with Sales team to understand customers, pipeline and sales potential.
- Assist in preparing weekly aging report and place delinquent accounts on hold; proactively communicate with clients to request payment and resolve disputed invoices.
- Perform detailed account reconciliations as needed to resolve complex disputed receivable issues.
- Perform collections account management with problematic clients, obtaining timely payments.
- Negotiate payment schedules on undisputed past due accounts.
- Prepare detailed credit reports and summaries for stakeholders; communicate status of account problems on a weekly basis to Controller.
- Monitor and manage the credit exposures of existing borrowers by reviewing financial statements and conducting periodic risk assessments.
- Maintain credit history files; review and approve credit limits; respond to credit inquiries.
- Implement and monitor credit policy; offer suggestions for improvement and communicate adjustments as needed.
- Call customers for updates on payment of invoices that are past due in a friendly manner, and follow up with friendly email, as needed. Record all communication notes on customer records.
- Sync all emails and phone calls to and from customers with NetSuite. Record any customer-related tasks working in NetSuite so all other WAV personnel can be kept up-to-date with current activities.
- Check frequently for orders on credit holds throughout the day, particularly and more frequently during peak hours.



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- Release orders in a timely manner based on any payment notes on customer accounts; reach out to customers via phone call, then email if payment notes are needed. If necessary, reach out to Finance management or Executive team for exception requests by Sales team.
- Inform customers of hold orders in a friendly manner and request payment updates.
- Review Euler Hermes customer data for any changes to assess companies' risk and review credit limits.
- Report all past due accounts per criteria of Insurance Company. Reporting is due on the 15th of each month, through an online insurance portal.
- Review all insured accounts for past due balances and monitor claim deadlines for each past due account.
- Generate Total Yearly Sales for covered customers. Make necessary adjustments such as cancelling/reducing unused insured credit lines.
- Prepare and deliver customized reports for high-profile customers.
- Keep track of existing claims and collection accounts. Send unresponsive delinquent customers to 3rd party collection agency, and file claim via insurance portal for insured delinquent accounts before claim filing deadlines. Submit supporting documents to collection agency/claims department.
- Follow up on RMAs related to aged invoices, clear up aged credits, change/correct invoice due dates, if necessary, update any customer information in NetSuite, keep insurance coverages up-to-date for each customer in NetSuite, keep an electronic record of all applications processed.
- Ensure appropriate customer tax registration is forwarded to Sales Tax and Staff Accountant for update to Avatax software.
- Stay updated on industry trends, economic indicators, and regulatory changes that may impact credit risk.
- Provide guidance and support to junior credit and collections analysts in their analysis and decision-making processes.
- Assist in the development and implementation of credit policies, procedures, and risk assessment models to improve over credit management.
- Any other duties as assigned by supervisor.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical - Collect and research data; use intuition and experience to complement data.
- Design - Generate creative solutions.
- Problem Solving - Identify and resolve problems in a timely manner; gather and analyze information skillfully.
- Technical Skills - Assess own strengths and weaknesses; pursue training and development opportunities; strive to continuously build knowledge and skills; share expertise with others.

Interpersonal

- Customer Service - Manage difficult or emotional customer situations with tact and professionalism; respond promptly to customer needs; solicit customer feedback to improve service; respond to requests for service and assistance; meet commitments.
- External Working Relationships – Develop and maintain courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.

Organization



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- **Business Necessity** – The needs of the employer may be dependent on responding to and anticipating rapidly changing external and internal demands in all aspects of how business is conducted. This may include, but is not limited to, organization structure, finances, goals, personnel, work processes, technology, and customer demands. Therefore, it may become necessary to make modifications to how business is conducted and work is accomplished, with minimal or no advance notice to employees. Accordingly, the employee must be capable of adapting, with minimal or no advance notice, to changes in how business is conducted and work is accomplished, with no diminishment in work performance.
- **Safety and Security** – All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

Bachelor's degree (B.A. or B.S.) and ten years related experience and/or training, preferable in a senior or leadership role; or equivalent combination of education and experience. Professional certification such as Certified Credit Analyst (CCA) or equivalent is a plus. Experience supporting Canadian customers preferred. Solid understanding of financial principles, credit regulations and risk assessment methodologies required, as well as a strong understanding of relevant laws and regulations, such as Fair Credit Reporting Act and the Equal Credit Opportunity Act.

Language Ability

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

Computer Skills

Advanced knowledge of all Microsoft Office programs, including Excel (Vlookups) and experience using a CRM system, experience with accounting software (NetSuite) preferred.

Math Ability

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ration, and percent and to draw and interpret bar graphs.

Analytical and Problem-Solving Ability

Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs workflows and procedures; identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.



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Reasoning Ability

Ability to adapt to challenging situations as well as have the ability to balance, execute and prioritize both routine and analytical tasks. Ability to define problems, collect data, establish facts, and draw valid conclusions. Exceptional problem-solving skills and the ability to follow transactions through their normal process to identify errors and corrections required.

Other Skills/Abilities

Highly motivated with the ability to quickly learn and adapt to challenging situations, as well as have the ability to balance, execute and prioritize both routine and analytical tasks. Detail-oriented, ability to self-motivate, and ability to consistently deliver high-quality work product. Ability to work in a team environment with a positive "get it done" attitude. Ability to work with time-sensitive projects.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work environment consists of an indoor, climate-controlled atmosphere. The noise level in the office is usually moderate.

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.

This position frequently requires the employee to stand, sit and walk. The employee is frequently required to use hands to finger, handle, or feel, reach with hands and arms, talk/hear, and the ability to lift 10 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Reviewed By:	Kristin Pretzer	Date:	April 17, 2023
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