



**Position:** Accounts Receivable Representative  
**Department:** Accounts Receivable  
**Reports To:** Collections Manager  
**Supervises:** None  
**Job Group:** Administrative Support Workers  
**Exempt or Non-Exempt:** Non-Exempt

**Job Description:**

This individual will be responsible for offering superior service to our customers and field staff. In addition, this individual will be accountable for collecting the receivables on an assigned territory.

At RDO Equipment Co., we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

**Specific Duties Include:**

- Manage a portfolio of customer accounts to ensure timely payment of invoices.
- Monitor aging reports and escalate high-risk accounts as needed.
- Perform collection activities including calls, emails, letters and texts as follow-ups.
- Maintain accurate documentation and account notes.
- Research and resolve invoice discrepancies and payment issues.
- Participate in shared team responsibilities including answering the AR incoming hotline and managing the AR general inbox to ensure timely response to inquiries.
- Participate in monthly AR calls with the stores to review critically past due accounts and potential credit risks.
- Apply cash receipts and reconcile customer accounts.
- Support the field staff by offering support on questions pertaining to customer accounts and collections.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Conduct self in the presence of customers and community to present a professional image of RDO Equipment Co.
- Proactively seek and participate in available company-sponsored training, to develop and advance knowledge base and skill set.
- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings and other related efforts.
- Maintain a positive and professional working relationship with peers, management and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

**Job Requirements:**

- Minimum of 2 years collection and/or customer service experience.
- Excellent verbal and written communication skills.
- Professional telephone etiquette.
- Basic knowledge of accounting.
- Accurate and proficient note taking.
- Ability to excel in a team environment and individually.
- Proven record of exceeding daily, weekly, and monthly goals.
- Proficient with Microsoft Office products including Excel.
- Detail orientated.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

**Essential Job Functions:**

<b>Activity</b>	<b>Never</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Constantly</b>
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting				X
Walking		X		
Standing		X		
Bending (neck)			X	
Bending (waist)		X		
Squatting	X			
Climbing	X			
Kneeling	X			
Crawling	X			
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant Hand Right___ Left___		X		
Is repetitive use of hand required?		X		
Simple Grasping		X		
Power Grasping	X			
Fine Manipulation	X			
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
<b>Lifting:</b>				
0-10 lbs.			X	
11-25 lbs.	X			
26-50 lbs.	X			
51-75 lbs.	X			

76-100 lbs.	X			
<b>Carrying:</b>				
0-10 lbs.			X	
11-25 lbs.	X			
26-50 lbs.	X			
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment?	X			