Job Title: AR Supervisor
Department: Credit Operations
Reports To: Collections Manager
Supervises: Accounts Receivables Representatives
Job Group: First/Mid-Level Officials and Managers
Exempt or Non-Exempt: Exempt

Job Description:

The AR Supervisor plays a key leadership role in driving the success of the Accounts Receivable and Payment Processing teams. This position is responsible for overseeing daily collections, payment processing, and customer service activities to ensure timely and accurate management of trade receivables. The AR Supervisor leads, coaches, and develops team members while partnering closely with the Collections Manager to implement best practices, improve processes, and support operational excellence across both functions.

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:

- Lead and develop a team of Accounts Receivable Representatives and Payment Processors, providing coaching, training, support, and performance management.
- Manage daily customer service, collections, and payment processing activities while maintaining an assigned accounts receivable portfolio.
- Develop, maintain, and improve AR and payment processing procedures to support training, consistency, compliance, and operational efficiency.
- Establish, monitor, and drive team performance goals and receivables objectives.
- Provide guidance and support for complex customer accounts, delinquent collections, and credit-related issues.
- Partner with customers, store personnel, accounting staff, and field teams to resolve account concerns and strengthen business relationships.
- Participate in monthly AR calls and support the development of strong, long-term customer and store relationships.
- Identify and implement process improvements that enhance efficiency, service levels, and collection performance.
- Foster a positive, engaged work environment that promotes accountability, teamwork, open communication, and continuous improvement.
- Communicate effectively across teams through regular meetings, open-book discussions, feedback channels, and an open-door leadership approach.
- Represent RDO Equipment Co. professionally while upholding company values and maintaining positive relationships with employees, customers, and stakeholders.

- Ensure sound, safe, ethical, and efficient business practices are implemented and continuously improved to achieve organizational objectives.
- 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 2 years of collection and customer service experience.
- Strong leadership and people management skills.
- Excellent verbal and written communication skills.
- Professional telephone and customer service etiquette.
- Basic accounting knowledge.
- Self-motivated with the ability to work independently and collaboratively.
- Proficiency with Microsoft Office, including Excel and Power BI.
- Strong attention to detail, organization, analytical, and problem-solving skills.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

Essential Job Functions:

Activity Hours Per Day	**Never** 0 Hours	**Occasionally** Up to 3 hours per day	**Frequently** 3-6 hours per day	**Constantly** 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____				
Is repetitive use of hand required?		X	X	
Simple Grasping		X		

Power Grasping	X			
Fine Manipulation	X			
Pushing/Pulling		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.			X	
11-25 lbs.	X			
26-50 lbs.	X			
51-75 lbs.	X			
76-100 lbs.	X			
Carrying:				
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			