

A/R & Credit Specialist

GLOBAL LOGISTICS / Accounting

Baltimore, MD 21230 (Fort McHenry/Locust Point)

Shapiro is turning 103-years old, but we're not your grandpa's logistics company. Come work for one of the most respected global logistics firms in the country who boasts top compliance experts, creative import/export specialists, a dedicated pricing group, and a dynamic IT department. We stay ahead of the curve.

We're small enough to offer growth & learning opportunities, but strong enough to compete across the globe.

JOB DESCRIPTION

At Shapiro, our A/R & Credit Specialist is responsible for supporting the Credit Manager with all functions related to A/R, as well as credit & collections. Primary duties include corresponding with customers regarding status of outstanding balances and payment status, as well as prequalifying prospective customers for credit and processing credit applications. This position also assists with processing incoming customer payments, setting up new vendor accounts and other duties as assigned.

Examples of duties include:

- Analyze, evaluate and release credit holds on accounts and shipments.
- Assist with the research and preparation of weekly A/R reporting to the President.
- Responsible for preparing, auditing and sending billing and payment reports to customers, including invoices and statements as requested.
- Proactively and courteously correspond with customers to resolve and collect outstanding balances; follow up with customers as necessary to ensure payment.
- Investigate and resolve customer queries.
- Analyze and monitor D&B credit reports and alerts for potential risk adjustments.
- Analyze customer accounts for potential credit limit adjustments.
- Update and maintain AR insurance coverage and associated reporting.
- Ensure customer files and credit notes are updated and maintained for all relevant communication, including, but not limited to, payment notifications, credit decisions and adjustments, A/R scheduling information and other essential customer communication.
- Research and resolve vendor refunds.
- Research and reconcile open AR credits/refunds.
- Process new vendor account setup requests.

SKILLS

Ability to remain engaged and focused. Excellent written and verbal communication skills. Ability to problem-solve. Project management skills to handle a variety of tasks. Ability to utilize current tech tools to increase efficiency and AR solutions.

- Excellent written and verbal communication skills; courteous and effective communication with internal and external customers.
- Excellent attention to detail and accuracy.
- Must be proactive with strong customer service skills, critical thinker, problem solver, able to be resourceful, organized, detail and team oriented.
- Proficiency with computers and Microsoft Excel, Word and Outlook.
- Consistently reports for work as scheduled, on-time and ready/able to perform job responsibilities.
- Must pass both a background and credit check.
- Ability to effectively communicate with a variety of contacts, vendors, and departments required (internal and external customers).
- Reliable. Punctual. Organized.
- Discipline to implement and follow Standard Operating Procedures.
- Team player able to build trust and prove dependability.
- Aptitude to be cross-trained and contribute.
- Ability to handle various tasks simultaneously under high pressure and within time constraints.

EDUCATION AND EXPERIENCE

- H.S Diploma or GED.
- Minimum of 3-5 years of recent experience in accounts receivable and credit & collections with at least 6 months of recent, relevant experience.
- Proven ability to interact with all individuals within the organization and communicate information to customers and vendors in a professional and courteous manner.
- Ability to handle various tasks simultaneously under high pressure and within demanding time constraints.
- Proven data entry proficiency with attention to detail and strong typing skills.

ABOUT SHAPIRO

Samuel Shapiro & Company, Inc., a third generation family-owned business founded in 1915, provides creative and flexible logistics services. With four offices and worldwide strategic alliances, Shapiro is the supply chain partner that delivers customized, compliant, and reliable solutions to address its customer's specific import and export needs. Only Shapiro has an experienced and personable staff that truly cares and commits themselves to proactively achieving its customers' business goals.

CONTACT US!

Please send all resumes via email to:

Rich Lucas, Recruiting Manager / rich@shapiro.com
800-695-9465 ext. 0507