

# HEID MUSIC

## JOB DESCRIPTION

Job Title: Accounts Receivable Associate

Reports To: Director of Finance

Date: June 2018

### Position Summary:

The Accounts Receivable Associate is responsible for billing products and processing payments to the correct accounts. This position enters and maintains contract information, processes monthly statements, and prepares various accounting reports. The Accounts Receivable Associate will work with clients to review billing matters and ensure all payments are processed properly. This role also provides phone support for incoming phone calls to Heid Music's main office.

### Essential Duties and Responsibilities include, but are not limited to, the following:

Percentage of Time:	Job Functions:
30%	<p>Function: Billing Products/Processing Payments</p> <ul style="list-style-type: none"><li>• Bill products and services to the correct accounts.</li><li>• Maintain automatic withdrawals for accounts.</li><li>• Post all payments to accounts.</li><li>• Process monthly statements, approvals and other various reports.</li><li>• Assist in research and clearing of outstanding balances.</li></ul>
25%	<p>Function: Contract Maintenance</p> <ul style="list-style-type: none"><li>• Enter and maintain rental contracts.</li><li>• Enter and maintain exchange agreements</li><li>• Enter and maintain extended maintenance contracts.</li></ul>
25%	<p>Function: Customer Service Support</p> <ul style="list-style-type: none"><li>• Answer the phones in a cheerful and positive manner.</li><li>• Provide clear communication and customer service to external customers and internal business partners.</li><li>• Assist all general and rental customers account questions.</li><li>• Serve as primary billing contact support for school accounts.</li><li>• Maintain communication with team on school PO's throughout the year for timely collection.</li></ul>
20%	<p>Function: General Accounting and Administrative Support</p> <ul style="list-style-type: none"><li>• Clerical support including opening/sorting mail and filing of contracts.</li><li>• Generate and analyze weekly/monthly accounting reports</li><li>• Assist with gathering of customer data for mailing lists.</li><li>• Other duties as assigned and based on the needs of the business.</li></ul>

### Education, Experience and Qualifications:

Required Qualifications:

- Associate's Degree in Accounting, Finance, or a related field or equivalent.
- Minimum of three years previous finance experience.
- Ability and desire to work with customers on a regular basis.

- Possess effective communication skills which reflect active listening, critical thinking, and a customer focused tone.
- Strong organizational and follow-up skills to ensure responsibilities and goals are met within defined deadlines.
- Detail oriented and ability to prioritize work while under pressure in a fast-paced environment.
- Effective and efficient knowledge of computers and Microsoft programs and Accounting Software.
- Ability to effectively collaborate across all departments and locations at Heid Music.

**Supervisory Responsibilities:** None

**Certificates, Licenses, or Registrations:** None

**Work Environment:** Usual retail and/or office-type working conditions.

**Physical Demands:** The responsibilities of this position may frequently require using his or her hands to finger, handle or feel and talking or hearing and sitting. Occasional standing, walking, climbing or balancing. Seldom stooping, kneeling, and crouching or crawling. The ability to taste or smell is not a demand for this position. There are no special vision requirements.

The person in this position:

- May often lift up to 25 pounds.
- Will typically not be exposed to unavoidable hazards in the performance of job duties.
- May be required to climb up stairs.