



Responsible for monitoring and investigating deductions and receivables in accordance with company's guidelines and policies. Safeguarding the company's Accounts Receivable through credit risk analysis and prompt collection of overdue accounts. Maintaining and reporting on all trade spend responsibilities and ability to work independently with little or no supervision.

Credit & Collections Analyst, North America

Your main responsibilities

Essential Duties and Responsibilities:

Deductions

Take initiative to accurately and thoroughly research, document and resolve deductions. This includes written and verbal communication with customers, broker network and sales to obtain all relevant supporting documentation.

Provide forward-thinking approaches to achieve alignment between company strategies and customer requirements.

Promptly send correspondence to customers in response to unauthorized deductions that requests immediate repayment. Timely follow up to ensure resolution.

Maintain deduction reporting by aging and category.

Independently research, document and resolve all post-audit claims to ensure that all are valid and legal. Determine and communicate next steps for invalid collection of post audit claims.

Exercise authority on processing all types of Credit Memos and direct Write-offs pertaining to deductions.

Determine accurate allocation of deductions within the trade spend categories to not exceed company NSV goals.

Determine allocation of trade spend funding to appropriate brands to maintain brand profit margins.

Identify and assist in the development of new processes to achieve greater efficiencies.

Independently handle maintenance on spending calendars and SAP system.

Internal teamwork with other departments and Central Accounting to resolve customer issues and strive to achieve complete customer satisfaction.

Collaborate with Sales Manager(s) to ensure credit related issues are brought to their attention and resolved in a timely manner.

Receivables

Monitor and follow-up on customer account details for non-payment, delayed payments and other irregularities.

Provide management with bi-weekly and monthly reporting on A/R overdue accounts.

Request and follow-up with Warehouses on proof of delivery requests.

Update customer accounts with payment and contact details.

Work closely with Central Accounting to research postings.

Escalate high risk accounts to C&C Manager

Facilitate new account set-up.

Collaborate with EDI Department to troubleshoot EDI issues.

Maintain customer portals and upload invoices when required by customer.

Investigate and resolve customer queries.

Collaborate with Supply Chain in resolving issues related to invoicing.

Other Duties and Responsibilities

Other duties as assigned by the Credit & Collections Manager

Your qualifications

Required Skills, Traits and Abilities:

Experience in SAP.

Knowledgeable in Microsoft Office (Excel, Word, Power Point). Intermediate skill level in Excel preferred.

Focused attention to detail.

Strong analytical and problem-solving skills.

Ability to manage multiple and changing priorities.

Strong attention to detail.

Education and Experience:

Bachelor degree preferred or equivalent combination of education and experience.

Minimum two to four years of experience in Credit and Collections or Deduction Analyst role.

What we offer

Other Qualifications:

Must have received or be willing to receive the COVID-19 vaccination by the date of hire to be considered. Proof of vaccination required.

Company Vaccination Policy available for review upon request during interview.

Working Conditions:

Hybrid Work Model, including Monday and Friday Work from Home, and Tuesday, Wednesday, Thursday in normal working conditions for an office environment downtown Chicago, IL.

Travel: Minimal, 5%.

Candidate Contact