



## *Credit Associate*

---

**Department:** Label

**FLSA Status:** Non-Exempt

**Work Schedule:** Monday – Friday  
8:00am-5:00pm

**Positions Supervised:** None

**Job Status:** Full-Time

**Reports To:** Label Controller

**Amount of Travel Required:** No travel required

### **POSITION SUMMARY**

The Credit Associate is responsible for making daily contact with overdue customers to bring accounts current. In addition, they must perform credit checks and reviews for current and prospective customers to establish credit limits using established guidelines. Other responsibilities include resolving customer issues related to their accounts and reporting on monthly metrics.

### **REASONABLE ACCOMMODATIONS STATEMENT**

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

### **ESSENTIAL FUNCTIONS**

- Assist with accurate and timely entry of cash receipts, as needed.
- Log payment backup received daily.
- Research and resolve unidentified and unapplied payments.
- Keep spreadsheets current for lock box and credit card activity daily.
- Make collection calls on a daily basis
- Receive and process incoming credit applications timely.
- Updated credit hold list as needed
- Review and approve orders, as needed.
- Answer all inquiries from accounts regarding credit and collections
- Provide customers with invoice copies and/or statements, as needed
- Conduct trade and credit reference checks
- Provide research related to short payments and deductions.
- Primary contact for all inquiries from sales team pertaining to credit and collections.
- Review provision for bad debt and recommend course of action.
- Analyze, review and set appropriate credit limits for accounts.
- Report out on key credit metrics weekly, month and quarterly.
- Problem solve issues as they arise.

- Perform other duties, as assigned.

## POSITION QUALIFICATIONS

### POSITION QUALIFICATIONS

- *Accountability* – Ability to accept responsibility and account for his/her actions.
- *Accuracy* – Ability to perform work accurately and thoroughly.
- *Adaptability* - Ability to adapt to change in the workplace.
- *Communication, Oral* – Ability to communicate effectively with others using the spoken word.
- *Conflict Resolution* – Ability to deal with others in an antagonistic situation.
- *Decision Making* – Ability to make critical decisions while following company procedures.
- *Energetic* – Ability to work at a sustained pace and produce quality work.
- *Ethical* – Ability to demonstrate conduct conforming to a set of values and accepted standards.
- *Innovative* – Ability to look beyond the standard solutions.
- *Motivation* – Ability to inspire oneself and others to reach a goal and/or perform to the best of their ability.

## SKILLS & ABILITIES

### Preferred Education

- Associate’s degree

### Preferred Experience

- One to Two years related experience

### Computer Skills

- Must be very proficient in the use of a PC and Microsoft Office (Word, Excel, PowerPoint, Access, Outlook)

## PHYSICAL DEMANDS

### Physical Demands

		<b>Lift/Carry</b>	
Stand	O (Occasionally)	10 lbs or less	O (Occasionally)
Walk	F (Frequently)	11-20 lbs	N (Not Applicable)
Sit	F (Frequently)	21-50 lbs	N (Not Applicable)
Handling / Fingering	O (Occasionally)	51-100 lbs	N (Not Applicable)
Reach Outward	O (Occasionally)	Over 100 lbs	N (Not Applicable)
Reach Above Shoulder	O (Occasionally)	<b>Push/Pull</b>	
Climb	N (Not Applicable)	12 lbs or less	O (Occasionally)
Crawl	N (Not Applicable)	13-25 lbs	N (Not Applicable)
Squat or Kneel	N (Not Applicable)	26-40 lbs	N (Not Applicable)

Bend

N (Not Applicable)

41-100 lbs

N (Not Applicable)

**N (Not Applicable)**

**O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

**F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

### **WORK ENVIRONMENT**

Work is performed primarily in a standard office environment, but may involve exposure to moderate noise levels from high-speed computer printers and other peripherals. Work involves operation of personal computer equipment for four to eight hours daily. Occasional travel to the manufacturing floor may be required.

*Equal Opportunity Employer-Disabled/Vets*

Prepared by: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.