



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

- Log payment backup received daily.
- Research and resolve unidentified and unapplied payments.
- Make collection calls on a daily basis.
- Receive and process incoming credit applications timely.
- 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.
- 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

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- *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

Stand	O (Occasionally)	Lift/Carry 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)	Push/Pull	
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.