



## Accounts Receivable Associate

**Department:** Payment Services  
**Location:** Appleton, WI  
**Reports to:** AR Supervisor

**Direct Reports:** N/A  
**Exemption status:** Non-exempt

### Purpose

The Accounts Receivable (AR) Associate will facilitate all of AIA's accounts receivable daily functions. The position's main responsibilities are to provide efficient and accurate processing of AR tasks, customer service, research and execution of journal entries with attention to necessary detail and deadlines.

### Responsibilities

#### Payment Processing

- Process and reconcile lockbox deposits, in-house checks, and credit card payments through various portals (Authorize.net, CIBC, remote deposit)
- Posting of ACH transactions

#### Credit Card Maintenance

- Process invoice credit card payments multiple times a day, verify accuracy, apply deposits.
- Research and process credit card chargebacks

#### Invoice Maintenance

- Process franchise owner revisions within SLA while mitigating risk to AIA
- Delivery of customer service in response
- Reviewing reports for accuracy that are delivered to AR mailbox on a weekly or monthly basis and making the corresponding journal entries as needed.

#### Unapplied Cash

- Review of all AIA unapplied cash on the AR aging and researching to clear, making the necessary journal entries.

#### Bank Reconciliation

- Assist Finance with issues related to reconciliation of clearing download from Bank and making the necessary adjustments as needed.

### Qualifications

#### Education/Experience:

- Associate's Degree in Accounting or Finance preferred.
- One to three years previous related accounting experience

**Knowledge/Skills/Abilities/Competencies**

- Personal Leadership
  - **Agile & Adaptable:** Responds to change and uncertainty with confidence and openness; seeks new experiences to develop skills; solicits and acts on feedback; learns from experiences; not afraid to take risks.
  - **Accountable:** Accepts responsibility for one's own performance and actions; follows through on commitment; assumes positive intent in others; treats others objectively and consistently; acts with integrity.
  - **Courageous:** Confronts difficult issues objectively and supports others who do the same; champions new ideas; manages personal discomfort in difficult situations.
- Team Leadership
  - **Collaborate:** Works effectively with others to meet goals and satisfy business objectives; develop and maintain strong relationships with internal/external partners; seek buy-in of stakeholders; deals with disagreements or different points of view in a constructive manner; maintains positive relationships even under difficult circumstances.
  - **Communicate Effectively:** Listens attentively and with empathy to concerns of others; adjusts message to the audience; keeps people up to date with relevant information; speaks and writes clearly; encourages others to express views, even unpopular ones.
  - **Manage Talent:** Willingly shares expertise and experience with others.
  - **Engage & Inspire Others:** Conveys trust in people's competence to do their jobs; creates a feeling of energy, excitement, and personal investment; inspires others to excel; recognizes performance that exceeds expectations.
- Thought Leadership
  - **Solves Problems:** Seeks out and considers relevant data, intuition, ideas and experience to make decisions and solve problems; effectively and efficiently integrates information from diverse sources; thoughtfully considers alternative solutions and perspectives.
  - **Strategizes:** Thinks critically; understands implications of decisions; shares ideas for improvement; sees how his/her works relates to the work of other teams in the organization as a whole; knows which people in the organization need to be informed, what they need to know, and when to tell them.
  - **Innovates:** Generates new ideas that add value; nurtures fresh approaches and appropriate risk taking; seeks alternative points of view; approaches problems with curiosity and generates creative solutions.
- Results Leadership

- **Manages Execution:** Manage resources and time to achieve business objectives; prioritizes goals; works quickly to get things done.
- **Drives for Results:** Fosters a sense of urgency and commitment to achieve goals and create an Owner focused environment; takes initiative to proactively address critical issues; carefully considers compliance and regulatory obligations.
- **Maximizes Productivity:** Identifies ways to streamline and improve efficiency of work; ensures that defined processes, quality standards, and best practices are executed as designed.
- Technical Skills
  - Proficiency in Excel

### Working Conditions

- Use of computers and computer systems to process information.
  - Schedule will require overtime for month-end close, to accomplish special projects and to facilitate business growth.
  - Phone and customer service
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*Please note this job description is not designed to cover or contain a comprehensive listing of functions or responsibilities that are required of the employee for this job. Functions and responsibilities may change at any time with or without notice.*

**Approved by: Amy Fuss**

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**Date Approved: 01.27.2023**

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**Date Reviewed:**

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