



Surfacing
Change

CREDIT/COLLECTIONS SPECIALIST

MCCOOK, IL – CORPORATE HEADQUARTERS

GPA is the market leader in substrate solutions for offset, digital and wide format printing, with a comprehensive offering of pressure sensitive papers, films, laser labels, eco-friendly substrates, digital and specialty papers, and more.

Our foundation is built on consistently delivering a wide variety of superior products at a great value. It is our continued focus on developing innovative solutions to our customers and their business, combined with the commitment to provide the best products in the marketplace that has positioned us as the industry leader.

Primary Function:

- It is the Credit and Collections Coordinator's responsibility to monitor and maintain assigned accounts by making contact with customers for payment status, resolve disputes, process approved account adjustments and write offs, processing of credit memos and customer reconciliations.
- Exhibit positive leadership in a manner consistent with the GPA Mission, Core Values and Annual Corporate Objectives.

Essential Job Functions:

- Contact customers to inquire about the payments status on delinquent balances (more than 45 days and greater).
- Consistently input notes into the system detailing contact with customers and sales, or pertaining to any other relevant information for each account.
- Process new customer accounts by inputting new customer information in the database, researching credit history information where required by GPA's Credit Policy, as well as trade reference and tax exempt status information as needed.
- Discuss new accounts with the Credit Manager and SVP of Finance and Operations to obtain approval and notify sales with approval guidelines or delays.
- Maintain credit hold list by reviewing it frequently, evaluating customer accounts and contacting them for payment status; and communicating with sales and customer service regarding orders that remain on credit hold.
- Work closely with the Credit Manager to negotiate payment plans and schedule follow up correspondence to ensure payment is received.
- Investigate and resolve payment disputes; forwarding customer complaints concerning pricing freight, or missing / short shipments to the appropriate Sales or Customer Support Representative.
- Process freight, policy, pricing, mill and RTS credits and work with customer service on RMA's 30 days overdue. Obtain approval on credits issued over set limits.
- Send out timely aging reports to each regional AVP.
- Be an active participant on Credit conference calls by discussing status of accounts that are past due.
- Work with the Credit Manager to request coverage for new or current high risk accounts and / or one time large orders. Work to file claims on insured customers, placing them for collection.



- All other duties assigned by Management
- Process customer refund check requests where appropriate
- Provide customer's proof of delivery documentation, W-9s and any other supporting documentation to obtain payment.
- Maintain bankruptcy files and other appropriate paperwork as needed; updating system records to reflect this information.
- Respond to requests for Credit References from other companies.
- Fax or mail invoices, credits, tax certificates or other correspondence as needed.
- Backup the Accounts Receivable Coordinator duties as needed (cash application, etc).
- Assist with audits by pulling checks, invoices, shipping docs, etc.

Position Requirements:

- High school diploma or GED desired, some college or continuing education strongly preferred.
- A minimum of 3 years' experience in B2B collections with knowledge of accounting related processes required.
- A minimum of 1 year of credit experience with the ability to assess credit limits up to \$25,000, be proficient in interpreting D&B or other Business credit reports and the ability to know when to leverage a new order with past due receivables.
- A minimum of 1 year of cash application experience including lockbox processing, credit card processing and ACH's/Wires.
- Experience with Credit Insurance is a plus!
- Experience with credit memo and RMA processing
- Intermediate to Advanced experience in Microsoft Outlook, Excel, Word and Internet Applications.

- Ability to work efficiently under pressure and maintain the necessary composure in dealing with difficult situations.
- Exhibits initiative, strong verbal and written communication skills, collaborating with various departments and have the ability to effectively communicate with different levels of the organization.
- Have the ability to work independently and as part of a team.
- Has the ability to develop strong relationships, utilizing negotiating and problem solving skills to effectively manage customer accounts.
- Ability to organize tasks and execute on detailed follow up in order to meet deadlines.
- Ability to accurately complete assigned tasks in a timely manner, with limited supervision.
- Willingness and ability to work overtime as needed
- Ability to fill in for people that are absent

We do not offer relocation

EEO Employer

All post-offer candidates will be subject to the successful completion and passing of a pre-employment background check and drug screen before they can begin employment.

We use E-Verify