Job Description – Accounts Receivable & Collections Associate

Position title		
Accounts Receivable & Collections Associate		
Employment status	**FLSA status**	**Effective date**
☐ Temporary ☐ Full-time ☒ Part-time	☒ Nonexempt ☐ Exempt	September 1, 2026

Position Summary

We are seeking a detail-oriented, customer-focused Part-Time Accounts Receivable & Collections Associate to join our team. The primary focus of this role is managing collections on customer invoices that are 45 or more days past due while maintaining positive, professional relationships with customers and supporting timely payment resolution.

In addition to collections responsibilities, this individual will be cross-trained in bookkeeping and payroll functions and provide administrative support as needed. This flexible role requires the ability to adapt to changing priorities and assist with a variety of accounting, administrative, and operational tasks based on business needs.

This is a remote position requiring a private, distraction-free workspace, reliable high-speed internet access, and appropriate computer equipment to perform job duties effectively and securely.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

Accounts Receivable & Collections

- Establish, develop and maintain positive business and customer relationships.
- Set up new customer accounts in company systems in accordance with established workflows and provide required insurance certificates and account documentation as requested.
- Monitor aging accounts and prioritize collection efforts to reduce outstanding receivables.
- Manage and follow up on customer invoices that are 45+ days past due.
- Research and identify appropriate customer personnel responsible for invoice approval and payment processing.
- Verify and maintain accurate customer and Accounts Payable contact information.
- Contact customers by phone and email to collect outstanding balances and secure payment commitments.
- Investigate and resolve causes of delayed payment, including invoice disputes, billing discrepancies, missing documentation, and processing issues.
- Collaborate with customers and internal team members to resolve payment obstacles and facilitate timely collections.

- Escalate unresolved issues, high-risk accounts, or collection concerns as appropriate.
- Document collection activities, customer communications, payment commitments, and account status updates in company systems.
- Exercise sound judgment and apply established policies, procedures, and workflows to address unique customer situations and collection challenges.

Bookkeeping & Administrative Support

- Enter and apply customer payments accurately in QuickBooks Online (QBO), related payment processing systems and invoicing software.
- Create and record bank deposits in QBO, ensuring timely and accurate posting of funds received.
- Review and match payments, deposits, and customer transactions within QBO bank feeds to maintain accurate account records.
- Research and resolve unapplied, unmatched, or incorrectly posted payments and deposits.
- Reconcile customer payments and deposits to outstanding invoices and account balances.
- Maintain accurate documentation of payment transactions and supporting records in accordance with company procedures.
- Support other accounting, administrative, and operational projects as assigned.
- Provide back-up support for office and accounting functions as needed.
- Assist with data entry, recordkeeping, reconciliations, and other bookkeeping tasks.

Minimum Qualifications (Knowledge, Skills, and Abilities)

Required Experience

- Demonstrable interpersonal communication skills for successfully contacting new and existing customers to discuss needs.
- Previous collections, accounts receivable, bookkeeping, or related experience preferred.
- Experience using QuickBooks Online preferred.
- Proficiency with Microsoft 365 applications, including Outlook, Teams, OneDrive, and Excel.
- Familiarity with Microsoft Copilot and using AI tools to support business operations.
- Ability to work independently while effectively managing multiple priorities.

Key Competencies

- Strong organizational skills and attention to detail.
- Professional written and verbal communication.
- Customer-focused mindset.
- Problem-solving and troubleshooting abilities.
- Adaptability and flexible thinking.
- Ability to maintain confidentiality and professionalism when handling financial information.

Schedule & Flexibility

- Flexible work schedule based on business needs and workload requirements (Wednesdays are a required workday).
- Weekly workload may vary based on collections activity, payroll cycles, and operational priorities.
- Maintain regular communication with management regarding schedules, priorities, and assignments.
- Demonstrate flexibility in adjusting to changing business needs and priorities.

Ideal Candidate

The ideal candidate:

- Quickly grasps how individual responsibilities support accounting operations, cash flow, customer relationships, and overall business objectives, and uses that understanding to align daily work with organizational priorities.
- Communicates professionally and confidently with customers, vendors, and team members.
- Demonstrates accountability by taking ownership of work, addressing issues proactively, and applying feedback and lessons learned to continuously improve performance and prevent recurring errors.
- Demonstrates strong organizational skills and attention to detail.
- Learns new systems, processes, and procedures quickly.
- Exercises sound judgment and problem-solving skills when addressing customer account issues.
- Works independently, manages time effectively, and follows through on commitments.
- Enjoys supporting a collaborative, team-oriented environment.