



JOB TITLE: Collections/Credit Representative

ABOUT NORTH ATLANTIC

North Atlantic is a diverse and growing, province-wide leader in retail gas and convenience, residential, commercial, and wholesale fuels. For over 30 years, we've built our reputation on quality products, extraordinary service and community engagement. With our people first approach, North Atlantic looks for individuals who take initiative and dynamic personalities committed to fostering a strong team environment. We want people who are known for their positive attitude, authentic communications and personal drive. *Great people. Great products.* That's the North Atlantic difference.

For more information about the North Atlantic, please visit www.northatlantic.ca

Position Overview

The Collections/Credit Representative will report to the Credit Supervisor and will be responsible to monitor accounts and notify customers when payments become overdue. They will have the research and communication skills to reach out to customers and explain how to settle their debts or even negotiate a payment term or plan. The Collections/Credit representative will ensure that these terms are honored and met and create reports for regarding the delinquent accounts.

This position will also interact with customers to determine their creditworthiness to ensure that the company's financial interests are protected. If you are an experienced Collections/Credit Representative looking for an opportunity to work with a diverse and growing company, please submit your cover letter and resume to North Atlantic.

Duties and Responsibilities:

- Collections, dispute resolution, order release and credit investigations for a broad spectrum of customers, complete credit limit forms
- Contact customers to secure payment, follow up on overdue balances and resolve issues
- Maintain detailed online documentation of collection action taken and correspondence between customer (external and internal) regarding issues impacting payment
- Prioritize efforts and determine the most effective means of collections
- Manage portfolio assigned to reduce past dues and provide updates to management
- Review and release blocked orders throughout the day
- Follow up with various departments within the business to resolve customer issues.
- Customer interface and point of contact for the cash application team relating to payment allocation including follow-up of unresolved debit notes and invoicing disputes
- Reconcile customer accounts using information and reports
- Request appropriate adjustments and corrections, keeping accurate accounting records for each transaction



- Establish and maintain effective working relationships with both internal and external customers
- Professional communication and appropriate etiquette required
- Other duties as required

Qualifications:

- Degree or diploma in administration, business, or a related field
- 2+ years' experience with AR or collection
- Understanding of Accounts Receivable
- Knowledge of MS Office such as Excel, Outlook and word is essential
- Ability to prioritize and manage conflicting demands
- Growth mindset, with a passion for learning
- Collaborative with an ability to cultivate relationships and networks
- Agile, technically savvy, with a knack at creating solutions
- Creative thinker with a unique ability for resourcefulness
- Great communication skills

North Atlantic is committed to Employment Equity. Accommodations during the recruitment process are available upon request for candidates with disabilities.

We offer a competitive compensation and benefits package which include Health and Dental, Wellness Program • Short-Term and Long-Term Disability • Life Insurance • Company Pension Plan with employer contribution • Employee and Family Assistance Program • Free on-site parking • Employee engagement activities

(*benefits vary based on employment status)

If you are a highly motivated team player, have the qualifications, and are prepared to meet the challenges as outlined, apply by submitting your resume and cover letter to careers@northatlantic.ca.

Candidates are encouraged to apply by **4:30 pm Friday October 7th, 2022.**