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[COMPANY NAME] JOB DESCRIPTION

Position: Accounts
Payable

Job Description:

Locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Duties include receiving payment and posting amount to customer's account; preparing statements to credit department if customer fails to respond; initiating repossession proceedings or service disconnection; keeping records of collection and status of accounts.

Job Tasks:

- Arrange for debt repayment or establish repayment schedules, based on customers' financial situations.
- Confer with customers by telephone or in person to determine reasons for overdue payments and to review the terms of sales, service, or credit contracts.
- Locate and monitor overdue accounts, using computers and a variety of automated systems.
- Locate and notify customers of delinquent accounts by mail, telephone, or personal visits in order to solicit payment.
- Negotiate credit extensions when necessary.
- Notify credit departments, order merchandise repossession or service disconnection, and turn over account records to attorneys when customers fail to respond to collection attempts.
- Perform various administrative functions for assigned accounts, such as recording address changes and purging the records of deceased customers.
- Persuade customers to pay amounts due on credit accounts, damage claims, or nonpayable checks, or to return merchandise.
- Receive payments and post amounts paid to customer accounts.
- Record information about financial status of customers and status of collection efforts.
- Trace delinquent customers to new addresses by inquiring at post offices, telephone companies, credit bureaus, or through the questioning of neighbors.
- Advise customers of necessary actions and strategies for debt repayment.
- Drive vehicles to visit customers, return merchandise to creditors, or deliver bills.
- Sort and file correspondence, and perform miscellaneous clerical duties such as answering correspondence and writing reports.

Required Knowledge:

- **Mathematics** -- Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- **Clerical** -- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- **Economics and Accounting** -- Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.

Required Skills:

- **Speaking** -- Talking to others to convey information effectively.
- **Social Perceptiveness** -- Being aware of others' reactions and understanding why they react as they do.
- **Active Listening** -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Persuasion** -- Persuading others to change their minds or behavior.
- **Writing** -- Communicating effectively in writing as appropriate for the needs of the audience.

Abilities Required:

- **Number Facility** -- The ability to add, subtract, multiply, or divide quickly and correctly.
- **Speech Clarity** -- The ability to speak clearly so others can understand you.
- **Oral Expression** -- The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Near Vision** -- The ability to see details at close range (within a few feet of the observer).
- **Problem Sensitivity** -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Written Comprehension** -- The ability to read and understand information and ideas presented in writing.

Job Activities:

- **Communicating with Persons Outside Organization** -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or email.
- **Getting Information** -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Performing for or Working Directly with the Public** -- Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- **Resolving Conflicts and Negotiating with Others** -- Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- **Selling or Influencing Others** -- Convincing others to buy merchandise/goods or to otherwise change their minds or actions.
- **Documenting/Recording Information** -- Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Communicating with Supervisors, Peers, or Subordinates** -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

I _____ acknowledge that I have read and understood this job description for the position of Accounts Payable.

Employee Name: _____

Date: _____

Supervisor Name: _____

Date: _____