

---

## Title: Credit and Receivables Specialist

---

### Company Overview

People2.0 is the world's largest global employer of record (EOR) and agent of record (AOR) services platform, created exclusively to serve the talent ecosystem, including staffing agencies, search and recruiting firms, individual recruiters, mass talent procurement organizations, and compliance, contracting, and consulting companies.

People2.0 enables talent providers, large and small, to place anyone in any work arrangement, anywhere—simply, quickly, and compliantly. Our global team is dedicated to helping our customers expand their value proposition, optimize opportunities to access the global talent pool, and create a borderless world of unlimited growth for their business.

Visit [People20.com](http://People20.com).

### Position Overview

The Credit and Receivable Specialist reports to the Collections Manager. This person is responsible for managing collections and receivables for a group of clients that are assigned to our staffing members. To be successful this individual must develop and maintain a high degree of customer service and client relationships. There are monthly targets to be met, and processes as related to the credit and receivable function.

### Specific Responsibilities

- Oversee an assigned book of clients for collection of receivables through daily telephone collection calls, email, query and task management
- Build and maintain rapport with a variety of customers in a dynamic industry
- Maintain effective two-way communication within the department and Management to meet and/or exceed weekly targets
- Determine appropriate plans of action for delinquent accounts and resolve day-to-day account issues
- Manage the credit queue and ensure appropriate credit information is provided to members and updated in Stafftrak.net
- New account/first invoice client investigation, introduction and set-up
- Ongoing management of short-payment investigation and clean-up, along with on account review and investigation
- Contact members, as required, to follow-up on outstanding items
- Processing and investigating member credits and debits, as required
- Assist with cash collection, application and visa payment processing as required
- Provide on account payment reconciliation
- Maintain strong customer service for all clients
- Provide credit analysis on new business
- Provide feedback/reports to Members on outstanding accounts
- Support cash application and deposit processes
- Manage and maintain insurance limits on receivables

---

## **Title: Credit and Receivables Specialist**

---

### **Skills and Qualifications**

- Post-Secondary diploma or degree is an asset
- 3 years of B2B Collections experience
- Strong interpersonal and negotiation skills
- Ability to prioritize and organize work to produce results in a fast paced, dynamic environment
- Superior communication skills, both verbal and written
- Demonstrated problem solving, analytical and reconciliation skills
- Proficient Microsoft Office skills (specifically Excel, Word, Outlook)
- Professional manner and customer service focus
- Able to thrive both independently and in a team environment
- Able to multitask and meet deadlines.
- Knowledge of Dun & Bradstreet reporting facility would be an asset
- Experience with Microsoft Great Plains is valuable
- Experience with staffing firms would be an asset

*People2.0 is an equal opportunity employer and welcomes and encourages applications from people with disabilities. Accommodations are available to applicants taking part in all aspects of the selection process. If you require accommodation for a disability at any stage of the recruitment process, please contact [HRCanada@people20.com](mailto:HRCanada@people20.com).*