

Location:

San Jose, CA

Summary of Responsibilities:

The Credit and Collection Specialist is responsible for the execution and maintenance of policies, procedures, and internal controls on risk management and accounting related area.

The job incumbent shall comply with ISO and other internal quality control standards and requirements, ensuring accuracy and compliance with US GAAP and other accounting regulations

Job Responsibilities:

- Supports collection calls and correspondence in a fast-paced goal-oriented collection team.
- Provides analysis and interpretation of the customers' financial status for proper evaluation of risk and the establishment of proper credit limits
- Interacts with sales support, customer service, and accounts receivable in reconciling accounts
- Prepares recommendations and recommend credit approval decisions on new accounts
- Analyzes and reports on credit memo and write-off activity
- Monitors and communicates credit concerns to management
- Supports outstanding accounts reports and gathers credit and/or reference information
- Maintains database by entering, updating, and retrieving data, as well as formatting and generating reports
- Assists in resolution of outstanding invoice problems from past due accounts
- Responds to inquiries from customers or external collection resources
- May place calls or send messages to those with unresolved issues
- Reviews client credit history to grant or deny extensions of credit and conduct the credit analysis
- Oversees past due account collection and communicates with client, sending follow-up letter if payment is not received
- Sets up condition of payment schedule and closely monitors collection of accounts
- Turns delinquent accounts over to collection agency or advises of legal action
- Responsible for credit and collection status report and make the recommend to the senior management
- Response to all customer email/phone call inquiries and prioritize the most important issues such as discrepancies and short payments to resolve it in timely manner.
- Send invoice daily and account statement if needed.
- Prepare weekly overdue report to HQ management team in Taiwan.
- In charge company credit annual review and application. Work with external AR insurance provider and internal sales to set credit limit for individual customers.
- Establish and maintain effective and cooperative working relationship with customer and sales.

- Performs other duties as assigned

Required Education and Experience:

- A Bachelor's Degree with a 1-3 years of credit control and collection experience
- Knowledge of Billing and Collections procedures
- Account receivable knowledge/experience is a plus
- Commitment to excellent customer service
- Experience in SAP is a plus
- Proven experience on Strong problem solving skill
- Strong MS Office suite (Outlook, Excel, Word, PowerPoint)
- Strong writing and verbal communications skills
- Must have strong interpersonal skills and the ability to work effectively in a fast-paced environment

Competencies:

- Ability to work with minimal or no supervision while performing duties.
- Good Team Player, Thoroughness, Collaboration Skills
- Personal Effectiveness/Credibility
- Flexibility
- Strong attention to details and able to prioritize duties effectively
- Bilingual in Mandarin is a plus