



About the job

Billing/Accounts Receivable Specialist

Rocky Mountains Distributing (RMD) exists to help our customers THRIVE by providing one-stop lifelong sales and uncompromising service. We represent global industry leaders and world-class partners including Middleby Manufacturing Lines including Taylor Company, Blodgett, Pitco, TurboChef, Concordia, SouthBend, Middleby Marshall, Broaster, Flavor Burst and many more. RMD is the exclusive factory- authorized warranty service provider for many of these equipment lines as well.

We are a full-service provider and a distributor for an exclusive worldwide manufacturer of food service equipment to the Rocky Mountain region. We work with a wide variety of food service establishments finding the right equipment solutions and avenues to be more profitable for our customers. Our Customer Service philosophy and personal stake in our associates are what set us apart from the competition. We are growing our team and currently looking for a well-qualified Billing/Accounts Receivable Specialist. The equipment we service includes “cold” side and “hot side” cooking equipment. Soft serve ice cream machines, shakes, frozen yogurt, grills, speed ovens, conveyor ovens, custard machines, frozen dessert machines, frozen beverage machines and the list goes on and on.

We are looking for potential team members who espouse our core values and defining convictions. Folks who are hungry, courageous, enthusiastic, and curious. Customer- focused on recognizing that everybody is a customer. Team members who are humble, selfless, patient, respectful and collaborative.

Responsibilities:

- Relentlessly deliver high quality amazing work.
- Generates and sends out invoices including coordination of workflow through our corporate software program, Southware.
- Input of service invoices into third party service platforms.
- Performs accounts receivable functions, as needed, including customer payments and delinquencies, AR aging analysis and customer account maintenance.
- Contact customers/national accounts/manufacturers and fellow distributors as needed to obtain paperwork required to complete billing.
- Maintains up-to-date billing system.
- Coordinate with partners and manufacturers as needed.
- Provide high level customer service including receiving telephone calls, communicating with sales, support staff, branches and customers as required.
- Work with Sales, Service, and Parts to ensure all services have been billed accurately and timely.
- Generate, and distribute special billing as required.
- Assists with additional administrative duties as needed/directed.
- Maintain a current and up-to-date procedure manual on direct responsibilities and provides cross-training to ensure that critical responsibilities are completed when out of the office.
- Live and breathe RMD's Five Core Values, "Hungry, Customer-Focused, Team, Spark and Innovation".

- Work with the entire RMD team to assist fellow team members in daily operations and respond where support is needed.
- Update and post truck stock, maintain daily sales summary worksheet.

Qualifications:

- 1-3 years' billing/accounts receivable and general accounting experience.
- Associate degree or equivalent experience.
- Proficient in relevant computer software.
- Possess the skills and knowledge to take a leadership role as needed to represent the job functions in meetings.
- Deal with customers, staff and other departments in a professional, courteous and assertive manner.
- Experience working in the refrigeration, appliance repair, mechanical or electrical fields is beneficial, especially if related to Taylor Company (or equivalent product lines (i.e., Cornelius, FBD, Electrofreeze or Stoelting) and Middleby
- Microsoft Office Suite, especially Excel. Comfortable with Microsoft Teams and Zoom.
- Smartphone and tablet literate, with the ability to learn and navigate new software quickly.
- Able to hold others accountable.
- Strategic, proactive, highly organized. Comfortable working both singularly on projects from start to finish, but also excels in a team environment.
- Self-awareness: you understand your strengths, limitations, and emotions (and how they impact others) with an ability to manage them in stressful situations
- Flexible nature with the ability to prioritize and handle multiple tasks/activities simultaneously.
- Highly productive, positive, motivated, mature, and adaptable.
- High Emotional Intelligence (EQ) with strong verbal and written communication skills.
- Excellent attention to detail, relentless follow-up skills and strong administrative talents.
- Southware or other automation experience a plus

What Makes You a Great Fit?

- Team player: you thrive in a collaborative and fluid environment with rapidly changing priorities.
- Thrives in a fast-paced, challenging environment, excellent organizational and time-management skills with an understanding that our business is not solely office-based nor is it exclusively traditional office hours of 9am-5pm.
- Excellent sense of accountability, personal awareness, foresight, ownership, humility, & integrity.
- Exquisite communication and interpersonal skills

Benefits

We offer competitive salaries, excellent benefits package, ongoing training and development opportunities.

Job Type: Full-time. Medical / Dental / Vision / Life / 401K