



1717 College St.
Baldwin City, Ks 66006
Phone: (785) 594-3357
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We're hiring an Account Manager!

Position Summary: The Account Manager is a vital team member responsible for efficiently processing and collecting for all services performed by A&H. Additionally, this position is responsible for covering warehouse duties on Monday and Thursday and whenever coverage is needed.

Schedule: Monday through Friday 8:00 AM – 5:00 PM with 1 hour Lunch 12:00 PM – 1:00 PM

Account Manager Tasks

- Generate and send invoices to customers.
- Accept and process customer payments.
- Resolve customer billing disputes to the best of your ability, asking for help when needed.
- Reconcile outstanding work orders to ensure all services are invoiced.
- Reconcile customer accounts to ensure accuracy.
- Scan and file digitally, handwritten reports or estimates and link to database daily.
- Follow up with customers by phone, email, and mail regarding overdue payments.
- Prepare and submit weekly A/R reports to management.
- Maintain customer accounts in the database including updating billing and contact information.
- Receive and respond to customer inquiries regarding services, billing, and payments.
- Answer Phones and create customer accounts, work orders, and estimates as needed.
- Create Purchase Orders and enter totals into database.
- Prepare and send estimates to customers.
- Maintenance Agreement Renewals and Management.

Skills/Abilities Required for this position:

1. High School Diploma and 1 year experience in Customer Service, Accounts Receivable or related field.
2. Knowledge of computers and basic programs: Windows, Microsoft Office, Outlook, Excel.
3. Ability to clearly, respectfully, and effectively communicate both verbally and in writing. Via phone, text, email, and writing, with both coworkers and customers.
4. Organizational and time-management skills
5. Ability to stand and sit for long periods, climb ladders, reach overhead, and lift up to 30 to 50 lbs. occasionally.
6. Ability to retain, or record for future reference, information for problem solving.
7. Must have valid driver's license and satisfactory driving record.
8. Must be capable of regular, reliable, and timely attendance.

Summary description: other duties and responsibilities as assigned. Job description in no way states or implies that these are the only duties to be performed by the employee.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin, and protected veteran status, or disability status.