



ACCOUNTS RECEIVABLE

Permanent, Full Time

\$18.65/hour

(Monday – Friday)

At Community Support Connections, we wake up each morning energized about the difference we make in the lives of our clients; people who could be your parents, grandparents, friends, or neighbours. Working with hundreds of amazing volunteers, donors, and community partners, we provide a wide range of community supports for older adults and people with different abilities to help them live at home with independence and dignity – something we all deserve. We are truly caring and client-centered, and are constantly innovating; looking for new and better ways to provide the best care and supports possible.

Passion and commitment permeate everything we do. Driven by our values, we treat our clients, volunteers, donors, and each other, with dignity and respect. We recognize that diversity is the foundation for understanding the needs of our stakeholders. We believe the best way to serve our clients and volunteers is to create an environment and culture that empowers our staff to be as productive and happy as possible.

That includes:

- Generous benefit days and group RRSPs
- Competitive health and dental benefits
- Access to our Employee Assistance Plan
- Onsite exercise facility and programs
- On-site hot lunch options from our own kitchen
- Free parking

If what we do resonates with your core values then we want to hear from you!

You:

- Are excellent at prioritizing and managing expectations
- Have a keen eye for detail
- Provide an exceptional customer service experience
- Have excellent communication and problem-solving skills
- Can work independently, as well as part of a close team
- Have a love for technology and the ability to learn and use new software

The Role: Working closely with the Finance and Administration Team, the Accounts Receivable position is responsible for the collection of payments from clients and third party organizations. Responsibilities include receiving payments, responding to inquiries from clients and third parties, and using a database and accounting software to document communication and payments.

Responsibilities

Accounts Receivable

- Receive payments from clients and third party organizations and verify they are correct
- Enter payment information into NetSuite and run reports to verify payments received and confirm outstanding balances
- Prepare bank deposit forms, ensure all cash, cheques and supporting documents are attached
- Processes monthly credit card and eft payments
- Process monthly billing and client statements for mailing and oversee their distribution
- Respond to inquiries from clients and third party organizations
- Ensure account balances are accurate and adjustments made as required
- Contact clients and third party organizations regarding overdue accounts and ensure communication is documented in AlayaCare database
- Review outstanding balances to identify and communicate clients requiring follow-up
- Review outstanding balances at fiscal year-end and assess likelihood of collection to prepare allowance for doubtful accounts
- Provide assistance to the General Accountant and Director of Finance and Administration

Donations

- Record all donations in NetSuite donor management module
- Notify Executive Director and Major Gifts and Engagement Lead of exceptional donations
- Process credit card donations using Bambora
- Prepare bank deposits on a regular basis
- Process pre-authorized monthly pledges using Web Business Banking and Bambora
- Thorough research of the CRA website and discussion with Director of Finance and Administration to ensure compliance to CRA's donations guidelines

Education/Qualifications

- Post-secondary diploma in accounting
- Minimum 2 years of previous Accounts Receivable experience in a comparable role
- Advanced skills using Microsoft Excel and comfortable using Word
- Detail orientated with a strong focus on accuracy and attention to detail
- Excellent communication skills
- Experience working in a not for profit funded by the Ministry of Health an asset
- Experience working with NetSuite an asset
- Experience working with seniors and/or adults with disabilities an asset
- Ability to speak languages other than English an asset
- Valid Driver's License and daily access to a reliable vehicle for business-related travel

Working Hours & Environment

- 35 hour work week, normally between 8:30 am and 4 pm, including half hour unpaid meal break; occasional evening and weekend work may be required
- Work is performed while sitting at a desk and requires continuous work on a computer and telephone
- Work is performed in a fast paced environment with many distractions and deadlines
- Requires ability to multi-task while maintaining a high level of customer service

If this role sounds like the opportunity you have been looking for to challenge yourself, we would love to hear from you!

Please submit resume and cover letter, clearly identifying the unique attributes you bring to the position by **December 4, 2020**.

We are happy to accommodate the needs of qualified applicants under the Ontario Human Rights Code and Accessibility with Ontarians with Disabilities Act (AODA) in all parts of the hiring process.

No phone calls or emails please. Only those applicants selected for an interview will be contacted.

Check out www.communitysupportconnections.org to learn more about our programs and services! You can also find us on Facebook, Twitter and LinkedIn!

COVID-19 considerations:

Community Support Connections has a comprehensive COVID-19 Policy and Safety Plan; all appropriate precautions will be taken during the recruitment process and upon hire.

INDEED Questions:

- 2 years accounting experience
- Do you have a Driver's License?
- Describe why interested in this job