



Kenney believes in our vision and values as strongly today as we did when we started our business over 100 years ago. We will continue to provide quality, fashion forward and innovative consumer products for the next 100 years. We will achieve this through our company values by which our employees exemplify incredible levels of dedication, integrity, collaboration, vision and creativity.

Position Title: Customer Claims Coordinator & Collector
Department: Accounts Receivable

POSITION SUMMARY:

Retrieve and review documents pertinent to customers' claims (deductions) in order to assess validity of the claims. Analyze and resolve all claims within 30 days of deduction dates, with priority given to larger claims. Support chargeback invoices to customers with backup data that is complete, accurate, concise and clear. Communicate with appropriate Kenney personnel to help insure that Company errors resulting in customer claims are corrected promptly so as to minimize repeat claims caused by the same error types. Prepare monthly reports to inform management of current and historical customer claims experience. Communicate with customers to collect past due (delinquent) invoices.

JOB FUNCTIONS:

- Claims (deductions) resolution - retrieve and review documents pertinent to customers' claims in order to assess the validity of deductions taken by customers. Issue credit memos for valid claims. Issue chargeback invoices in cases where claims are not valid.
- Plan and carry out collection action for assigned accounts. Review past due chargeback invoices and initiate collection action of all delinquent chargeback invoices and, also, regular merchandise invoices.
- Claims (deductions) prevention – Maintain a file containing vendor manuals and routing guides published by our major customers. Be alert for Company performance flaws that could lead to the assessment of vendor violation penalties. In order to help insure the Company is in compliance with customer specifications pertinent to shipping, pricing, invoicing, etc., review vendor agreements entered into by the Company.
- Prepare (for management) monthly reports depicting credits issued as a result of shipping errors and vendor violations.
- On a daily basis, generate and then review the No-Charge Invoice reports to make certain all shipments made at no charge are valid, taking appropriate steps to make billing corrections if necessary. Reconcile daily invoicing and accounts receivable balancing on excel spreadsheets - making certain the value of the accounts receivable asset is accurate and reporting discrepancies to the A/R Manager for review and adjustments.
- Communicate with International customers regarding account and payment status

JOB REQUIREMENTS:

Experience: Minimum 2 years working in office environment. Familiarity with office documents, such as invoices, debit and credit memos, bills of lading and shipping documents. Knowledge of customer claims, experience in dealing with big box retail customers such as Wal-Mart, Sears, Big Lots. Working with Excel, Word, phone, fax, email, imaging system, customer portals and internet.

Interpersonal Skills: Work and communicate effectively with the Company's internal and external customers

Preferred Skills: SAP, strong analytical skills, basic accounting, data entry, internet use, knowledge of shipping documentation, knowledge of customer claim types (analysis, resolution, prevention), proficient written and oral communication, Excel, Word, Bilingual in English and Spanish

The successful candidate initially will learn the Company's claims resolution procedures and become proficient in resolving customer claims. Once this has been achieved collection responsibilities will be assigned.