



Job Description

Position Title: **Credit Manager** Department: **Accounting**
FLSA: **Non Exempt Manager** Typically Reports To: **Controller**

JOB OVERVIEW: *Direct and coordinate the activities of employees engaged in conducting credit investigations, billing guests and collecting delinquent accounts.*

DUTIES AND RESPONSIBILITIES:

- Supervise Accounting Assistants regarding accurate and timely billing of group master accounts, processing of credit card inquiries and chargebacks, billing of FIT accounts, processing of advance deposits and advance deposit refunds. Post cash and check receipts.
- Make collection calls on group master accounts, FIT accounts, and individual guest and other city ledger accounts.
- Review and approve credit data on incoming groups 90 days in advance of arrival, obtaining credit data from Dun & Bradstreet, and when necessary, the appropriate Convention Services Manager.
- Assist in resolving questions of internal and external customers regarding billing.
- Track and prepare comp-allotment and commission reports. Set up individual direct billing requests. Post all returned check items.
- Review and prepare the monthly aging of accounts. Prepare the monthly write-off report and the annual analysis of the reserve for bad debt approval.
- Assist with Accounting Office issues.
- Assist subordinates with difficult collections.
- Assist Sales & Convention Service Managers in disseminating credit information to customers.
- Follow the principles of CARE and the Four Disciplines of Associate Success

QUALIFICATIONS AND REQUIREMENTS:

High school or equivalent education required. Bachelor's Degree preferred. One to two years accounting experience, plus one to two years supervisory experience.

This job requires ability to perform the following:

Essential:

- Must be able to speak, read, write and understand the English.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Ability to prepare and analyze data, figures and transcriptions prepared on and generated by computer.
- Ability to handle multiple tasks simultaneously.
- Ability to calculate figures and amounts such as discounts, interest, commissions, percentage, and volume.

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited information exists.

Physical Demands

- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems.
- Must be able to sit at a desk for up to 8 hours per day. Walking and standing are occasionally required. Length of time of these tasks may vary from day to day and task to task.
- Must be able to lift up to 15 lbs. occasionally.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, listening and hearing ability and visual acuity.
- Ability to work primarily with fingers to pick, pinch and type and carry out substantial movements (motions) of the wrists and hands as well.
- Requires manual dexterity to use and operate all necessary equipment.
- Must have finger dexterity to be able to operate office equipment such as computers, printers, 10-key adding machine, electric typewriter, multi-line touch tone phone, filing cabinets, FAX machines, photocopiers, dolly and other office equipment as needed.

STANDARD SPECIFICATIONS

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or guests.

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job. This position is classified as non-exempt (per the Fair Labor Standards Act) and is subject to overtime in accordance with Federal and State Regulations.

Employee Name (Print)

Employee Signature

Date