



Our Mission

Our mission is to leverage the power of food to end hunger and build healthier communities.

Our Vision

We believe that the fight against hunger and the fight against poverty are one and the same. We envision a future in which food is recognized as a human right and every person is able to feed themselves and their families in dignity.

Together, we work to create a more nourished, prosperous region.

Our Values

Our core values define who we are and how we work with our communities. Foodlink & our team members have:

- Compassion** - treat all with dignity & respect; build kinship with those we serve
 - Innovation** - say yes; avoid complacency risk failure in the pursuit of ending hunger
 - Collaboration** - build a shared vision, create synergies, maximize resources
 - Agility** - respond urgently to the ever-changing needs of our community
 - Stewardship** - maximize the impact of every dollar, donation and asset
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Job Title: Accounts Receivable Associate

Department: Finance & Administration

Reports to: Financial Manager

Status: Hourly, Non-exempt, Full-Time

Schedule: 8:30am-5pm, M-F

SUMMARY

The Accounts Receivable Associate (ARA) supports the department of Finance and Administration and Foodlink as a whole by assisting with financial reporting, enforcing fiscal controls, customer relations and reception duties. The ARA is responsible for the accuracy and completeness of all accounts receivable functions. Financial management and strong customer service skills are essential for this position, as are discretion, judgment and attention to detail.

KEY RESPONSIBILITIES

Accounts Receivable & Financial Support

- Provide general financial management and administration support including scanning checks for deposit, assisting in tracking donations and revenue, entering receipts in accounting system, etc for all entities under the Foodlink umbrella.
- Serve as the primary contact for customers regarding billing and collections questions and work closely with the Member Services Department and program staff.
 - Review payments received for accuracy/completeness and investigate account discrepancies as the need arises.
 - Post received payments into accounting software (Primarius or QuickBooks) to correct customer.
 - Manage accounts receivable aging report, including all charts, graphs and analysis. Report on collection activity and accounts receivable status regularly.

- Monitor accounts with open balances and take action to collect payment in conjunction with program managers including senior leadership.
- Contact customers as agreed upon with program managers in an effort to collect on outstanding balances through various means of communication (email/phone/mail).
- Prepare and send correspondence to customers for past due accounts, place accounts on hold as deemed necessary and assist in generating customer payment plans and sending accounts to collections as needed.
- Resolve invoice discrepancies and process authorized payments or adjustments to invoices.
- Support the development and training on policies, procedures, and documents related to accounts receivable
- Reconcile revenue sub-ledgers to the general-ledger, resolve differences and develop reports for management, as assigned.
- Exercise discretion in the performance of assigned duties by being knowledgeable of Foodlink policies and procedures regarding confidential materials and information and complying with such policies when handling confidential items or providing information to employees or the public
- May perform other duties associated with accounts receivable.

Office & Reception Support

- Assist in office organization, filing and archiving.
- Provide administrative support to Finance team, as requested.
- Complete company related returns, reimbursements, and other documentation as assigned.
- Assist in annual audit and budget process.
- Provide reception coverage during assigned hours - greet visitors, answer calls and direct visitors/calls to appropriate space or staff member. Assist with the intake of volunteers, community service and workforce development participants.
- Other duties may be assigned based on company needs.

QUALITIES

- **Agile.** The ideal candidate will be able to adapt to evolving needs and priorities. Ability to juggle and prioritize a varying demands of this role
- **Collaborative.** Ability to work well with a variety of stakeholders including management, direct staff, peers, and other internal departments, and external partners.
- **Solutions-oriented.** Ability to contribute to problem solving and to pivot between strategies and manage competing priorities.
- **Mission-driven.** Reflects on the mission often, using it as the north-star for decision making. Proactively seeks information as it pertains to hunger relief and/or how Foodlink operates.

Preferred candidates will also have:

- Previous work experience with accounts receivable functions required or equivalent combination of education and experience.
- Proficiency in use of software application, databases, spreadsheets and Microsoft Office Suite
- Experience working with Microsoft Office; Excel, Outlook, Word, Etc. QuickBooks online, Docuware, and Papercut a plus.
- Ability to communicate clearly and concisely orally and in writing; write reports and business correspondence and to effectively present information and respond to questions from managers, member agencies, customers and the general public.
- Ability to operate electronics, photocopier or other standard office machines, perform routine alphanumeric filing tasks, and perform basic record keeping and tabulation tasks.
- A keyboarding rate of 40 words per minute is required.
- Friendly, customer-oriented personality.
- Fluency in English required. Knowledge of Spanish helpful.

We are actively seeking a diverse pool of candidates for this role. Candidates of color are strongly encouraged to apply.

SALARY AND BENEFITS

This is a full time, year-round position, paid on an hourly basis. Foodlink covers 100% of individual health and dental insurance with the ability to acquire family coverage with pretax dollars. In addition to generous paid time off (PTO), we observe 14 paid holidays throughout the year. Opportunity to contribute to a 401k retirement savings plan upon hire. Eligible for generous employer match after 1 year of service.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand and talk and hear. The employee is required to use hands to handle or feel items such as equipment and materials. The employee is frequently required to stand and walk for long periods of time. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus. Able to lift bulk objects or objects weighing up to 50 pounds.

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderate. *Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all- inclusive. Employees will follow other instructions and perform other related duties as required.*

Everyone is welcome here! Foodlink is an equal opportunity employer. All applicants will be considered for employment without regard to age, race, color, religion, sex, sexual orientation, gender identity, national origin, genetics, veteran or disability status.