

THE WESTIN

RESORT & SPA

WHISTLER

POSITION DESCRIPTION

POSITION TITLE: Accounts Receivable Coordinator

REPORTS TO: Director of Finance

SUPERVISES: n/a

UPDATED: April 2012

OVERVIEW:

Process, post and audit all the account receivables in a timely manner. Work with guests, groups, and tour operators on any billing inquires/ issues.

MAJOR DUTIES & RESPONSIBILITIES:

- Reconcile over/short paid accounts
- Perform all month end duties and responsibilities
- Take an active part in the overall Accounts Receivable monthly goals, (aging less than 10% for accounts 60 days and over)
- Assist Front Office with guest inquiries within 48 hours and ensure a logbook is kept for all inquiries
- Prepare all Tours, Groups, Conventions and Corporate billings. Reconcile payments to invoices
- Perform daily postings of charges to appropriate accounts in a timely manner
- Process the Accounting side of the SPG and send to Starwood Preferred Guest's office
- Ensure that any credit balances resulting from the guest overpayments are refunded no later than five business days from the day of the transaction

MAJOR DUTIES & RESPONSIBILITIES CONT'D...

- Prepare all write-off accounts and discuss with the Director of Finance prior to the Credit meeting
 - Ensure remarks and traces are placed in Galaxy for all group and convention billings for collection calls to be made in a timely manner
 - Ensure complimentary rooms are allotted before billing
 - Verify and reconcile the statements to the group and/or convention contracts to ensure that all charges are properly billed
 - Ensure the gift certificate account is reconciled and does not exceed 60 days
 - Gather all necessary credit information for any direct billing requests
 - Research and respond to billing inquiries/credit collection problems to ensure prompt payment
 - All other duties as assigned
-

SKILLS AND EXPERIENCE:

- Must be able to build and maintain credibility and relationships with customers (internal and external)
 - Strong organization and planning skills
 - Strong attention to detail
 - Strong working knowledge of MS Office applications – Word, Excel, PowerPoint
 - Basic computer knowledge
 - Proven ability in managing time is critical; must be able to plan and execute effectively and efficiently
 - Previous experience in a similar role in a similar size/type of property
 - Strong communication skills, both verbal and written, and a passion for dealing with and emotionally connecting with others
-

GENERAL REQUIREMENTS:

- Must be able to sit at a desk for up to 8 hours per day
 - Diploma or certificate in CGA/CA/Financial Management or the equivalent is asset
-