

## **Collections Specialist**

**The Company:** As part of Cooper Surgical, Inception Lifebank Cord Blood Program is the largest and the most experienced cord blood program in Canada. As a market leader, Inception Lifebank is committed to providing clear and balanced educational information to help Canadian families make an informed decision regarding cord blood unit (CBU) and cord tissue banking options.

**The Position:** We're looking for highly motivated **Collections Specialist**, for our head office in Mississauga, ON. Reporting to the Collections Lead, the Collections Specialist is responsible for improving cash collections from customers, and related operations.

This role is a 1-year contract position (mat leave replacement) based at our head office in Mississauga, Ontario. We operate Monday to Friday, standard business hours.

### **Key Accountabilities:**

- Ensure the accounts receivable function is current, thereby ensuring that the company's cash flows are optimized.
- Proactively communicate with clients with expiring payment instructions such that when the billing is due the payment may be received on time.
- Follow up with customers that have not provided payment, or updated payment details to obtain the necessary payment.
- Provide customers with invoices and receipts, upon request.
- Gather customer data such as e-mail addresses, change of address etc. and ensuring all are entered to all relevant systems for accounting and Client Services in a manner that is compliant with all SOP's and with proper documentation supporting the updates.
- Ensure the appropriate information needed for billing has been updated in CRM.
- Use various methods provided to find the new contact information for the clients who aren't accessible by current contact information.
- Work with other finance peers and customer service personnel to investigate and correct any issues from clients, including making recommendations to prevent the recurrence of the issues.

### **Requirements:**

- High School diploma or equivalent, computer training, supplemented with some accounting knowledge.
- A minimum of three years of experience in collections, B2C experience is preferred.
- Computer and data entry experience.
- GP and CRM database experience preferred.
- Ability to manage and impart confidential information.
- Ability to calculate numbers, correct entries, and post to records.
- Ability to secure and handle credit card transactions.
- Excellent communication and Customer Service skills.
- Detail-oriented and ability to multi-task.
- Ability to work effectively under pressure, within short time constraints and act with appropriate sense of urgency.

Qualified candidates should forward their resume to: [humanresources@insception.com](mailto:humanresources@insception.com). Inception Lifebank is an inclusive employer and we encourage applications from all qualified candidates and will

accommodate applicants' needs under the human rights codes throughout all stages of the recruitment and selection process. Information received relating to accommodation will be addressed confidentially. We appreciate and review all applications, however, only those qualified for an interview will be contacted.

For more information, visit: [www.insception.com](http://www.insception.com)