Palmer Gas & Oil Job Description

Job Title: Credit and Collections Manager
EEO Job Category: 1.2 - First/Mid-Level Officials & Mgrs.
Employment Classification: Exempt
Department: Administration
Reports To: Director of Operations
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WORK HOURS

Normal work schedule is Monday through Friday, 8:00 a.m. to 5:00 p.m., with a one-hour lunch break.
During the busy season, additional hours may occasionally be required to meet business needs and job requirements. Must be available to attend occasional after-hours company events or meetings.

SUMMARY

The Credit & Collections Manager is responsible for overseeing the daily operations of the Credit & Collections, Accounts Receivable, and Accounting Specialist functions. This position provides leadership and direction to the team while ensuring accurate, timely, and effective credit, collections, accounts receivable, payment processing, and customer account activities.

The Credit & Collections Manager is responsible for maintaining strong financial controls, improving departmental efficiency, supporting positive customer relationships, and ensuring effective communication and collaboration with other departments. This position has specialized responsibility for customer Easy Pay budget accounts and related processes.

ESSENTIAL DUTIES AND RESPONSIBILITIES The following duties and responsibilities are essential to the position. Other duties may be assigned.

Department Management & Operations

- Oversees the daily operations of the Credit & Collections, Accounts Receivable, and Accounting Generalist functions.
- Provides leadership, direction, coaching, and support to department employees.
- Promotes efficient communication, professional interaction, teamwork, and accountability among employees and management.
- Coordinates activities within the department and with other departments to ensure efficient workflow and consistent processes.
- Maintains communication with other departments to ensure employees are informed of relevant changes, procedures, and updates.
- Maximizes departmental productivity through effective use of software applications, technology, and established processes.
- Researches, develops, and implements resources and procedures that create timely, accurate, and efficient workflows.
- Identifies opportunities for process improvement and develops cost-reduction initiatives.
- Assists with departmental staffing, workload distribution, scheduling, and coverage as needed.
- Conducts regular team meetings and provides appropriate departmental reports to management.
- Assists with the duties and responsibilities of department employees when needed to maintain business operations.
- Runs report and submits abandoned property accounts to the State of New Hampshire.

Credit & Collections

- Oversees credit and collection activities to ensure timely and accurate collection of customer accounts.
- Monitors accounts receivable aging, collection activity, payment trends, and outstanding balances.
- Reviews and addresses escalated customer account issues and collection concerns.
- Works with customers and internal departments to resolve account discrepancies and payment issues.
- Ensures collection practices are consistent with company policies and applicable laws.
- Works closely with the Controller on year-end account reviews and write-off recommendations.
- Maintains appropriate documentation and controls related to credit and collection activities.
- Identifies collection trends and opportunities to improve cash flow and reduce outstanding receivables.

Accounts Receivable & Payment Processing

- Oversees daily accounts receivable activities and ensures transactions are processed accurately and timely.
- Oversees end-of-day processes and month-end procedures related to accounts receivable and credit/collections.
- Understands credit card processing and the various sources and methods of customer payments.
- Assists with the reconciliation of payment systems and investigates discrepancies as needed.
- Ensures appropriate balancing and reconciliation of transactions.
- Works with the Controller and other accounting personnel to resolve financial discrepancies and maintain accurate records.
- Oversees fuel assistance-related processes and ensures required procedures are completed accurately and timely.

Easy Pay Budget Program

- Oversees the administration of customer Easy Pay budget accounts for heating fuel.
- Ensures customer budget accounts are established accurately and in accordance with company procedures.
- Assists Customer Service employees with Easy Pay questions and account issues.
- Monitors Easy Pay accounts to identify discrepancies, account concerns, and potential collection issues.
- Facilitates mid-year budget adjustments and the annual budget review and reconciliation process.
- Oversees the annual Easy Pay budget process from May through September.
- Communicates budget account information and changes to appropriate departments and management.

Customer Service & Communication

- Promotes excellent customer service while balancing customer needs with company financial requirements.
- Addresses escalated customer calls, account concerns, and payment issues professionally and promptly.
- Builds and maintains positive working relationships with customers, employees, management, and other departments.
- Maintains clear, timely, and professional communication throughout the organization.
- Supports a collaborative environment and promotes the Company's core values and brand guidelines: **Friendly, Simple, Safe.**

LEADERSHIP – PERSONAL

- **Integrity and Values** – Demonstrates transparency and a strong commitment to ethical behavior and sound judgment. Consistently does the right thing and aligns personal values with the Company's mission, culture, and standards.
- **Team Building and Talent Development** – Proven ability to attract, develop, engage, and retain high-performing employees. Creates a positive environment that promotes accountability, growth, collaboration, and success.
- **Proactive Leadership** – Anticipates challenges and opportunities through the effective use of data, information, and industry insights. Takes initiative, communicates effectively, and drives continuous improvement and positive business results.
- **Communication Skills** – Possesses exceptional verbal and written communication skills. Able to convey complex ideas, concerns, and expectations clearly, concisely, and in a manner that is actionable for all levels of the organization.
- **Energy and Enthusiasm** – Thrives in a fast-paced, results-oriented environment. Demonstrates a positive attitude and genuine enthusiasm for the Company's mission, products, and services, inspiring and motivating others to achieve shared goals.
- **Leadership Presence** – Leads by example, earning the trust and respect of employees through professionalism, accountability, consistency, and a strong commitment to organizational success.
- **Adaptability and Resilience** – Effectively manages change, remains composed under pressure, and guides teams through challenges while maintaining focus on strategic objectives and operational excellence.

SUPERVISORY RESPONSIBILITIES
Directly supervises employees within the Accounts Receivable, Accounting Specialist and Credit & Collections functions.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, onboarding, training, coaching, planning, assigning and directing work, monitoring performance, conducting performance evaluations, recognizing and rewarding employees, administering corrective action, addressing employee concerns, and resolving problems.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Strong organizational and time-management skills with the ability to prioritize multiple responsibilities and meet deadlines.
- Exceptional interpersonal and communication skills with the ability to establish and maintain positive working relationships with customers, employees, and management.
- Strong team-player mentality with the ability to collaborate effectively with others and contribute to a positive work environment.
- Strong customer service skills with a professional, courteous, and solution-oriented approach.

- Detail-oriented with the ability to manage projects and assignments from inception through successful completion.
- Strong follow-up skills with the ability to respond to customers and employees in a timely and professional manner.
- Dependable, reliable, and accountable with a strong commitment to completing assigned responsibilities.
- Strong analytical and problem-solving skills with the ability to evaluate information, identify issues, and make sound decisions.

SAFETY
Working safely is a condition of employment. Employees are responsible for following all Palmer Gas & Oil safety policies and procedures, attending required safety meetings and training, and immediately correcting or reporting unsafe conditions.

Employees must immediately verbally report and photograph all vehicle crashes, injuries, or other incidents to their Manager. If the Manager is unavailable, the incident must be reported to the Safety Director, another Manager, or Human Resources.

Employees are expected to use all required personal protective equipment, follow safe work practices, and perform only work for which they have been properly trained.

For employee safety and company fleet management, Palmer Gas & Oil has cameras installed in company vehicles.

EDUCATION and/or EXPERIENCE
Bachelor's degree from a four-year college or university; or four to six years of related experience and/or training; or an equivalent combination of education and experience.
Must successfully complete the PERC Education Program (PEP).
Previous experience in a related management or operational role is preferred.

LANGUAGE SKILLS
Must be fluent in English. Ability to read and interpret documents such as safety rules, operating procedures, and policy manuals. Ability to read and comprehend instructions, short correspondence, and memoranda. Ability to write routine correspondence and communicate information clearly and effectively, both verbally and in writing.

COMPUTER SKILLS
Proficiency in Windows and Microsoft Office, including Microsoft Word and Microsoft Excel. Ability to use Paylocity for payroll and related administrative functions. Ability to learn and effectively utilize company-specific software and technology.
Typing speed of at least 40 words per minute.

MATHEMATICAL SKILLS Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. Strong mathematical, analytical, and problem-solving skills. Ability to accurately interpret and analyze numerical data and apply mathematical concepts to routine job responsibilities.

REASONING ABILITY
Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS
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. While performing the duties of this job, the employee is regularly required to walk, sit, and talk or listen. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in this environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Palmer Gas & Oil is a Drug Free Workplace. Must be able to pass a pre-employment drug screen and a criminal background check. Palmer Gas is an Equal Opportunity Employer.

Employee Acknowledgment:

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Employee's Printed Name

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Employee's Signature Date

_____
Manager's Signature Date