

Associate, Accounts Receivable – Montreal, QC

Note: The use of the masculine gender includes the feminine and is employed solely to facilitate reading.

Can you imagine a career that touches the lives of people everywhere? Can you imagine yourself working in a fast paced and dynamic workplace where rapid decision making, entrepreneurial initiatives, customer service and community become your new vision? A vision that drives our growth and success...if so, then Paladin is the place for you!

Paladin Labs Inc., headquartered in Montreal, Canada, is a specialty pharmaceutical company focused on acquiring or in-licensing innovative pharmaceutical products for the Canadian market. Paladin has a focused marketing and sales organization that has helped it evolve into one of Canada's leading specialty pharmaceutical companies. Paladin is an operating company of Endo International plc, a global specialty healthcare company focused on improving the lives of patients while creating value.

We are a dynamic and fast growing organization. Paladin is constantly looking for great people to contribute to our growing business. We believe in empowering our employees by giving them the freedom to raise new ideas and encourage decision making in an environment that fosters the growth and development of each individual. Paladin's culture is committed to building our business as well as our community, helping others, encouraging integrity and inspiring people to make a difference.

Position Summary

The Credit Returns and Receivables Associate is responsible for executing processes related to Accounts Receivable (AR), including Invoicing, Exceptions (Deviations, Deductions, Returns, Chargebacks, Rebates, etc.), Credit & Collections. The associate will manage a diversified portfolio composed of wholesalers, pharmacies and health care accounts and will work closely with several departments to analyze and process returns and customer deductions. This individual is also accountable to meet specific service level standards as directed by their Manager.

Reports To

Manager, Finance

Specific Responsibilities

Collections

- Generate and review an accounts receivable aging report for assigned customers each week.
- Contact customers by phone for payment of past due balances and follow-up with fax, letter and e-mail correspondence as needed.
- Work with sales and customer service to resolve invoice to purchase order disputes delaying payment.
- Record notes in the collection system.
- Create and maintain customer collection files as needed.
- Administer the processing and collection of insufficient funds check.

Credit & Returns

- Provide answers to credit requests.
- Analyze credit requests prior to processing credit notes.
- Ensure the credits on the pending credit report is processed before period end.

AR exceptions and deductions resolution

- Record write-offs, bad debt, and proof of claim.
- Review credits and backup documentation from indirect returns.
- Issue credit memos to customers for pricing issues in the system.
- Research and resolve customer short and over payments.
- Investigate and resolve invoice discrepancies.

Billing

- Enter web invoices as required by select customers to assure timely payment.
- Provide invoice copies, statements and payment application details as requested.
- Work with sales and customer service to resolve invoice to purchase order disputes delaying payment.
- Create and maintain customer collection files as needed.

Credit Holds & Release

- Releasing customer orders.
- Analyze credit reports and assess credit limit.
- Administer new and existing customer credit holds and credit release.
- Monitor credit holds and credit releases for the accounts receivable department.

Account Administration

- Answer all account inquiries documenting requests and responses in database for account history reference.
- Assist auditors with cash receipts verification, and provide documentation for various transactions.
- Opening new customer accounts.

Characteristics of a Good Candidate

1. Attention to Detail – ability to maintain a high level of accuracy in preparing and entering financial information.
2. Prioritizing and Organizing skills – balancing time across different priorities.
3. Strong customer service orientation – understanding and acting upon differing needs of diverse customers.
4. Ability to work under pressure and effectively meet deadlines.
5. Autonomy / Resourcefulness.

Candidate Profile

Experience, Training and Education

Required

- College diploma in Accounting or equivalent with minimum.
- 5 years of experience within the credit field.
- Bilingual – written and spoken.
- Proficiency with SAP and Microsoft Office
- Understanding of Accounts Receivable (AR) with knowledge of standard concepts, practices and procedures.

Asset

- Experience in the pharmaceutical industry.

*To apply, please send your resume: hr@paladinlabs.com
Only selected candidates will be contacted.*