



10100 Park Cedar Dr Suite 152
Charlotte, NC 28210

Position Announcement: Account Manager Intern

This is an office position in the corporate office located in Charlotte, \$18/hour rate.

Job Responsibilities:

- Point-of-contact for assigned accounts
- Builds and maintains rapport with homeowners
- Monitoring accounts to identify overdue payments
- Responsible for collection of outstanding accounts receivable dollars, resolving customer billing problems and reducing accounts receivable delinquency and all other aspects of collections
- Manage/solicit for company reviews
- Manage client referral program
- Provide continuous improvement reviews of processes, operational metrics, and workforce management.
- Provides Director of Operations with operational reports for monthly and quarterly review and analysis ensuring client and company objectives are attained and proactively assessed for future strategic planning and workforce management.
- Promotes and fosters a team attitude for assigned personnel through daily personal interactions, weekly feedback meetings and by assisting in the development of policies and procedures.

Qualifications:

At a minimum, you'll need:

- A Bachelor's degree
- Proven experience as an Account Manager, Collections Specialist or similar role
- Knowledge of billing procedures and collection techniques
- High level of competence with the MS Office (Project, Excel, and PowerPoint)

It'd be great if you also have

- Exceptional organizational and communication skills
- The desire to work hard until the work is great
- Excellent time management
- Strong organizational skills with ability to work independently and manage workload
- Ability to adapt and thrive in a growing and changing environment

Perks:

- Catered lunch on Mondays
- Personal coffee preference ordered daily
- Gym at home office
- Paid company trips
- Relaxed and professional atmosphere
- Excellent advancement/growth opportunities

Submit applications to Alisa Forsyth, Director of Operations: aforsyth@wcrestoration.com