

JOB DESCRIPTION

POSITION TITLE: Cargo and Collection Coordinator
REPORTS TO: Accounts Receivable Manager
DEPARTMENT: Accounting
FLSA STATUS: Non-Exempt

POSITION SUMMARY

This position reports to the Accounts Receivable Manager and is a member of the accounting department and accounts receivable team. The Cargo and Collection Coordinator will be responsible for managing the release of cargo, specialized billing, detention invoicing, and the collection of specific accounts. This role will collaborate and work cross-functionally with the Delivery Center on cargo release and third-party customer issues. The role will also provide backup support for the Freight Cashier and accounts receivable team as needed.

KEY FUNCTIONS

- Responsible for releasing and updating eastbound (EB) and westbound (WB) cargo in accordance with company policies, including diversions.
- Responsible for communicating cargo release with far east agents.
- Monitor email communication to confirm agent approvals of cargo to be steamship released.
- Reviewal vessels positioned in cargo hold including overnight updating of SSCL code for prompt cargo release.
- Responsible to prepare cargo release reports for final manifested vessels.
- Monitor incoming ACH/wire payments from customers without credit to release cargo in a timely manner (coordinates with Freight Cashier).
- Responsible for processing detention, third-party, specialized billing, and collecting payment.
- Maintain and update non-ocean freight customer lists.
- Reconcile, analyze, and audit customer accounts as designated.
- Research and evaluate invoice disputes as designated.
- Perform backup bank depository functions.
- Perform certain month-end and year-end accounts receivable closing procedures as designated.
- Communicate effectively and professionally with customers.
- Ensure compliance with company procedures, policies, and practices.
- Contribute to team effort by performing other duties as assigned.
- Proactively identify process improvement opportunities and communicate them to AR Manager.

SUPPLEMENTAL FUNCTIONS

- Performs other duties as assigned.
- Month-end and holiday shift support required when needed.

KEY WORK RELATIONSHIPS

The Cargo and Collections Coordinator will work closely with employees, agents, and customers. This position requires clear and effective communication

EDUCATION AND EXPERIENCE

- Minimum of a two-year associate's (AA) degree in accounting or equivalent work experience.
- Minimum of three years' experience in accounts receivable, collections, cargo release, or related functions.
- Experience working autonomously with little oversight and working in a hybrid team environment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstratable knowledge of computer software programs including Microsoft Office and other internal systems.
- Good oral and written communication skills.
- Strong interpersonal and teamwork skills.
- Good analytical skills and problem-solving ability.
- Ability to identify issues, analyze options, and recommend a course of action to the supervisor.
- Attention to detail, strong organizational skills, and drive to meet deadlines.
- Self-starter, able to work with minimal supervision.
- Must enjoy a dynamic environment and be able to remain flexible and manage multiple priorities, tasks, and situations.
- Strong prioritization skills and ability to understand, manage, prioritize, and balance multiple tasks successfully and with a sense of urgency.
- Familiarity with the maritime and/or transportation industries desired but not required.

Licensure/Certifications: Current driver's license valid in the state of Washington is required or other evidence of equivalent mobility.

Physical Requirements: Work is classified as moderate in physical requirements. Must be able to support or lift and carry 1-10 pounds frequently, 20-40 pounds occasionally. Ability to stand, walk or sit for extended periods of time. Reaching by extending hand(s) or arm(s) in any direction. Also requires manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment, as necessary.

Mental Requirements: Work requires high attention to detail and mental demands, including the ability to prioritize and process information with accuracy and clarity. The ability to handle mentally stressful situations and maintain a high level of sensitivity towards confidential information is also required.

Working/ Environmental Conditions: Normal office or administrative working conditions are standard for this position.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.