

Location: Lake Forest, CA

Professional Community Management of CA, Inc. (PCM) is seeking a **Full Time Accounts Receivable Coordinator** Under supervision, performs a variety of customer service, data entry, and clerical functions within the Accounts Receivable department. In addition directly supervises the daily activity of the accounts receivable staff as assigned. The Accounting Services Coordinator reports to the Controller. This position is full time with overtime required when necessary. Daily work involves regular contact with homeowners, supervisor, and fellow employees within Accounts Receivable, the Accounting Department, Community Managers, escrow agents and attorneys

Essential Duties and Responsibilities:

- Monitor Billing and Escrow call centers
- Monitor Billing and Escrow e-mail
- Maintain property owner account information
- Provide telephone customer service for property owners and escrow related activity
- Maintain Escrow Master file information
- Review and process escrow closings and certifications
- Review and process account adjustments
- Respond to property owner correspondence and requests
- Direct the work of Accounting Services Representatives
- Direct the work of Escrow Services Representatives
- Owner Account Research
- Assist within the department as requested

Qualifications:

- Five years of Accounts Receivable supervisory experience in a call center environment or equivalent experience to provide the necessary skills to perform the functions of the job
- Knowledge and proficiency in Microsoft Office such as Word, Excel and Outlook
- Data entry experience in an automated accounting environment
- Proficient understanding of automated accounting systems (AS 400 is a plus)
- Ability to use modern office equipment including computer, 10-key, copy machine, fax, scanner, etc.
- Ability to direct work of others in a team environment
- Ability to establish and maintain effective working relationships with others
- Ability to compose and present both verbal and written information to various individuals
- Ability to communicate effectively with others in English both orally and in writing
- Ability to understand and follow oral and written directions
- Ability to perform all functions listed and other assigned tasks to an acceptable level without direct supervision and self-motivated to seek additional work
- Ability to sit for extended periods.
- Ability to input data for extended periods
- Ability to lift up to and including 25 pounds

We offer an excellent working environment, competitive compensation and great benefits. For full-time employees, our benefits include: medical, dental, life insurance, 401(k), paid holidays, vacation and sick leave.

Principals only, no third party vendors

Professional Community Management is an Equal Opportunity Employer