Bilingual Accounts Receivable Specialist

Reference No.:	1D377
Language:	Advanced English, Advanced French
Location:	Mississauga - ON
Salary:	$60K - $65K + bonus
Workplace Type:	Hybrid
Account Manager:	Marijke Kanters
Email:	mkanters@nevian.com
Job Type:	Permanent / Full-time

Description

New opportunity for an experienced Bilingual Accounts Receivable Specialist with our client, a leading & growing organization within the Pharmaceutical/ Health Care industry. This position is open due to growth. This is a hybrid role (Location Mississauga) - 2/3 days work from home.

Hours: Monday - Friday 8:30 am - 4.30 pm. Summer Short Fridays.
Salary: 60K - 65K base (Total compensation, incl. bonus, up to 70K)
Full health benefits starting day 1, RRSP matching plan and DPSP (Deferred Profit Sharing Plan). Bonus: 6% to 8%, paid annually.
Vacation: 3 weeks. Professional & collaborative environment!

Great opportunity in a collaborative & professional environment with internal growth possibilities!

Responsibilities

The Accounts Receivable (AR) Specialist will be responsible for executing day-to-day Accounts Receivable activities within the Order-to-Cash (O2C) cycle for an assigned portfolio of customer accounts, including hospitals and health-care partners. This role supports the Financial Services Manager by managing customer accounts, executing collection activities, resolving disputes, maintaining accurate records, and delivering exceptional customer service that contributes to departmental performance objectives and supports organizational and patient care priorities.

- Manage an assigned portfolio of customer accounts within the Order-to-Cash process.
- Execute collection activities and follow up on outstanding balances.
- Monitor aging reports and proactively address overdue accounts to support departmental DSO and cash flow objectives.
- Escalate collection risks, payment issues, and complex customer concerns to the Financial Services Manager, as appropriate.
- Serve as the primary Accounts Receivable contact for assigned customers, providing responsive, professional, and solution-oriented service.
- Communicate clearly regarding account status, payment issues, and resolution time-lines.
- Build and maintain positive customer relationships while supporting hospital operations and patient care priorities. Provide bilingual English/French customer support, as required.
- Investigate and resolve invoice discrepancies, including pricing, shortages, freight, and billing issues.
- Collaborate with Customer Service, Billing, and other internal stakeholders to resolve issues efficiently within the Order-to-Cash process.
- Coordinate timely dispute resolution with internal stakeholders and escalate recurring or complex issues to support departmental performance objectives.
- Perform structured collection activities in accordance with established policies and procedures.
- Identify potential credit risks, collection challenges, and payment trends, escalating issues as appropriate.
- Contribute to departmental Accounts Receivable performance targets, including DSO improvement, aging reduction, and collection effectiveness.
- Maintain accurate customer account records, collection notes, and dispute documentation.
- Ensure data integrity within ERP systems and support Accounts Receivable reporting requirements.
- Provide timely updates on customer payment trends, collection risks, and account issues to support departmental reporting and decision-making.
- Utilize ERP systems to manage collections, dispute tracking, and customer account activities.
- Adhere to established service levels, internal controls, and standardized processes.

Qualifications

- Post-secondary education in Accounting, Finance, Business Administration, or a related field is preferred.
- Strong French language skills (verbal & written) are considered essential for this role
- 2-3+ years of practical experience in Accounts Receivable, collections, billing, customer account management, or Order-to-Cash processes.
- Experience managing a portfolio of customer accounts and following up on outstanding balances.
- Strong understanding of aging reports, DSO, cash flow objectives, invoice discrepancies, dispute resolution, and credit risk escalation.
- Experience working with ERP systems and maintaining accurate customer account records and collection notes.
- Excellent customer service, communication, and relationship management skills, with the ability to work professionally with internal and external stakeholders.
- Strong attention to detail, accuracy, follow-up, and ability to identify and resolve account issues in a timely manner.
- Strong analytical, problem-solving, and organizational skills with the ability to manage multiple priorities.
- Experience in health-care, hospital, pharmaceutical, distribution, or supply chain environments would be considered an asset.

- Identify opportunities for process improvements and support departmental automation and continuous improvement initiatives.