

CUSTOMER ACCOUNTS MANAGER (CAM)

Basic Duties:

- Manages the Customer Accounts Department, which is responsible for the renewal payment process
- Responsible for achieving company standards on non-renewal closing percentages

Reporting:

- Reports directly to the General Manager

Primary Responsibilities:

- Monitor and recommend payment frequency changes to the GM based on customer payment history
- Immediate contact of all customers who have not renewed their agreement
- Act as a customer counselor who resells the benefits of timely renewal payments
- Document all customer promises and update customer information in the store computer system
- Monitor the accuracy of customer classifications according to the customer's payment history and habits
- Maintain updated accurate customer information
- Clean and certify merchandise in the QA Center as needed
- Complete and maintain weekly truck maintenance sheet and route sheets daily
- Supervise, develop, and schedule the activities of the MT
- Recommend the use of extensions and rebuilds to the GM for endorsement
- Confirm customer identification, collect monies, and obtain customer signatures on agreements
- Help set and achieve renewal goals
- Update goal board daily
- Facilitate non-renewal returns authorized by the GM
- Review and close agreements with customers as needed
- Other tasks as assigned by management

Requirements of Position:

- Must be able to routinely lift, load, and "dolly" merchandise up to 300 pounds
- Good communication and interpersonal skills
- Strong telephone etiquette
- Professional appearance
- Effective organization skills
- Valid driver's license and good driving skills
- All skills necessary to effectively perform all functions in the store

Pre-Employment:

- Successful reference checks and verification
- Must have a valid driver's license
- Must be able to pass a drug screen
- Must be able to pass a criminal and driving background investigation