



Accounts Receivable Administrator

Job Description

Location: 101-2302 Millstream Rd, Langford, BC, V9B 3R3

Job Type: Full-Time, In-Office

Salary Range: \$58,000 - \$68,000 (based on related education and experience)

Position Overview:

Reporting to the Controller, the Accounts Receivable Administrator is responsible for the accurate and timely management of customer invoicing, payment processing, and collections in a high-volume, multi-entity environment. This role plays an important part in maintaining strong customer relationships and supporting consistent cash flow. The ideal candidate is highly organized, detail oriented, dependable, and proactive, with a collaborative approach and an interest in improving processes.

Key Responsibilities:

Daily:

- Generate and distribute customer invoices in a timely and accurate manner.
- Process incoming payments, including EFTs, cheques, and other forms of payment.
- Manage the Accounts Receivable inbox, responding to customer inquiries and routing requests as needed.
- Prepare and issue progress invoicing, ensuring accuracy and alignment with project milestones, contracts, and supporting documentation.
- Maintain organized digital records and supporting audit documentation.
- Monitor customer accounts for overdue balances and follow up on outstanding payments.
- Investigate and resolve payment discrepancies, short payments, and unapplied cash.

Weekly / Bi-Weekly

- Apply payments to customer accounts and reconcile incoming payment batches.
- Communicate with customers regarding outstanding balances and payment status.
- Collaborate with Accounts Payable and Operations teams to ensure all billable costs are captured, reconciled, and accurately reflected in customer invoicing, and collaborate with internal departments to resolve billing issues or disputes.
- Prepare and distribute aging reports for internal review.

Monthly

- Reconcile accounts receivable subledger to the general ledger.
- Review aging reports and support collection efforts to ensure timely cash flow.
- Assist with month-end and year-end close activities.
- Identify trends or issues in receivables and escalate as appropriate.

Projects / Process Improvement

- Document and improve accounts receivable workflows and billing procedures.
- Support system enhancements and automation initiatives related to invoicing and collections.
- Partner with Accounts Payable and Operations to improve processes for capturing and billing all project-related costs and collaborate with finance and operations teams to improve billing accuracy and efficiency.

General Responsibilities

- Perform other duties consistent with the role of an Accounts Receivable Administrator.
- Support additional finance and administrative tasks assigned to meet operational and financial objectives.

Required Education, Experience and Abilities:

- Post-secondary Diploma in Accounting, Finance, or Business Administration preferred.
- 2–3 years of experience in an Accounts Receivable role is required, and experience in construction, equipment, or service-related industries is considered an asset.
- Experience working with Sage Intacct or similar ERP systems.
- Strong Excel skills and comfort working with financial data.
- Exceptional attention to detail and a high degree of accuracy.
- Strong organizational, communication, and problem-solving skills.
- Experience in a multi-entity or intercompany environment is an asset.

Key Attributes for Success:

- Strong sense of ownership and accountability.
- Ability to manage priorities in a high-volume environment.
- Professional and customer-focused approach when managing collections and inquiries.
- Collaborative approach when working with internal teams and vendors.
- Interest in improving processes and supporting system enhancements.

Limitations & Disclaimer:

The above position description is meant to describe the general nature and level of work to be performed by the individual in the position. It is not intended to be construed as an exhaustive list of all knowledge, skills, abilities, responsibilities, duties, physical job demands, and working conditions associated with the position.