

## **Collections Specialists (2 Openings Available)**

Location: Surrey, BC

### **About Us**

TransCold Distribution is the premier wholesale supplier and distributor of ice cream and frozen goods throughout Canada and Western United States. Since 2002, we have provided exclusive access to the most recognized ice cream brands in the world with industry best product variety and customer service.

TransCold delivers to Major Grocery, Drug, Gas & Convenience and Independent Retailers through Direct to Store Delivery (DSD) and Warehouse Fulfillment, and provides services for mobile vendors, corporate events and third-party logistics (3PL) customers. With 14 locations and 240+ employees, TransCold has the logistical reach to supply all regions across Canada and Western USA with a customer first attitude.

Reporting to the AR & Collections Manager, the appointees will manage overdue accounts and ensure timely payments from our national and local customers. The ideal candidate will be personable, assertive, comfortable with high volume phone calls and skilled in negotiating payment plans while maintaining professional relationships. Work for this role is 100% on-site.

### **Key Responsibilities**

- Proactively contact customers via phone/email to collect overdue payments, prioritizing assigned national or local accounts.
- Negotiate payment arrangements and resolve disputes with tact and firmness when necessary.
- Maintain accurate records of collection activities and account statuses.
- Collaborate with outside sales and inside sales/customer service teams to address customer issues impacting payments.
- Escalate unresolved accounts to management with detailed recommendations.
- Adhere to company policies and legal guidelines for collections practices.
- Assist with ad-hoc projects assigned by the AR & Collections Manager.

### **Key Competencies & Skills**

- Exceptional negotiation and persuasion skills – ability to collect and maintain customer relationships.
- Strong communication skills- written and verbal and able to handle high volume phone calls.
- Resilience and patience- handles difficult conversations with professionalism.
- Problem-solving mindset- ability to analyze disputes and propose solutions.
- Detail-oriented with a focus on accuracy and timeliness.
- Proficient in ERP systems; SAP Business One experience is an asset.
- Intermediate to advanced Microsoft Excel skills (pivot tables, VLOOKUP)
- Proactive mindset for continuous process improvement.
- Team-oriented, adaptable, and able to prioritize multiple tasks in a high-volume environment

### **Education & Experience**

- Diploma or degree in Accounting, Finance, or Business Administration

- 3-5 years of collections experience, dealing with both local and national customers
- Certification related to credit and collections an asset (e.g. CCP)
- Knowledge of Canadian fair debt and collections practices and other relevant regulations is a plus.
- Proficiency in MicroSoft Excel and accounting software e.g. SAP Business One.

### Compensation

\$55,000 - \$65,000

### Benefits & Perks

- Comprehensive Extended Health Care Plan including medical, dental, and vision care benefits
- AD&D, Long-term Disability, and Life Insurance
- RRSP matching contribution program
- Paid time off (birthday leave, vacation leave, sick leave, bereavement leave, and citizenship leave)
- Employee Assistance Program
- Educational Assistance
- Free parking
- A great group of team members to work with!
- A dynamic, fast-paced work environment and a company that truly cares about its employees
- Opportunities for career development so you can grow with us

### How to Apply

To apply, please send an up-to-date resume to [cooljobs@transcold.com](mailto:cooljobs@transcold.com). Interviews are starting soon! Learn more about us at [www.transcold.com](http://www.transcold.com).

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