

The RGO logo is a red square with the letters 'RGO' in white, bold, sans-serif font. It is positioned in the top left corner of the page, overlaid on a background image of people working at a table.

**RGO**

# CREDIT & COLLECTIONS SUPERVISOR

## ACCOUNTING

**Position Type:** Full-time, Permanent

**Location:** Calgary, AB

### ABOUT RGO

Creating places that help people work, learn, heal, age, play, be inspired, and accomplish more.

RGO is a privately owned business with locations in Calgary, Canmore, and Edmonton. We were founded in 1966 Calgary with roots selling typewriters! Now, RGO is proud to be 5 decades strong and growing. We have since grown to be the largest dealership of our kind in Western Canada, offering total interior solutions with the widest selection of Furniture, Window Coverings, Flooring, Technologies, Architectural Solutions, Moves, and Storage Management.

We believe space matters and we want our clients to efficiently operate a modern space, whether it's a 40-storey tower, a public institution, education, healthcare, or a dazzling corporate showpiece. As an Albertan company with a reputation for hands on service and dedication to quality, we are looking for an individual who aligns with our core values to create great work experiences for our clients, our partners, and our people.

### THE OPPORTUNITY

Get to be a part of the RGO team that has been recognized as a Best Workplaces in Alberta at one of Canada's Best Managed Companies by joining us as a Credit & Collections Supervisor. Reporting to the Controller, the successful candidate will be responsible for controlling credit accounts. Performs periodic analysis of accounts to identify those that may require difficult collection procedures. Analyzes information and credit references of persons or institutions applying for credit. Typically supervises Credit/Collections Administrators/Specialists.

### WHAT YOU WILL DO

#### Credit and Collections

- Handle requests for new accounts, including set up of the credit application, credit references, Dunn and Bradstreet reports, assigning credit limits and approvals.
- Collect and process orders on credit hold and actioning release.
- Manage and respond to all general accounts receivable queries from customers, sales team and managers.

#### Supervision

- Supervise collections staff including delegating tasks and responsibilities
- Offer feedback on an ongoing basis to Credit and Collections employees regarding their performance.
- Chair credit meetings
- Review and monitor credit ledgers monthly for discussion and ensure collections by each staff member are maintained at appropriate levels.

# CREDIT & COLLECTIONS SUPERVISOR

## ACCOUNTING

### Administrative

- Monitor accounts over credit limits and re-assess limits as needed.
- Provide monthly reports to Controller & CFO.
- Manage petty cash.
- Communicate with sales staff regarding changes and credit limit alterations to orders and status of orders.
- Backup for deposit of cash receipts via Cheque Pro or bank run as needed.
- Backup for posting cheques, EFT/ACH, cash or credit card transactions.

### WHAT YOU WILL BRING

- High school graduate with a minimum of 5-10 years of credit and collections experience including approving credit applications and collecting overdue accounts.
- Supervisory experience is an asset. Applicants without it must be willing and able to take on the responsibilities of a supervisory role.
- CCP designation with active membership or the willingness to work toward this goal.
- Self-motivated, action-oriented individual who can work in a flexible environment and accomplish specified goals.
- Excellent customer service focus with the capacity to learn new information and use common sense in evaluating and acting upon issues and problems.
- Willing and able to take on challenging situations in a tactful, professional and results-oriented manner.
- Above average analytical and organizational skills to ensure that goals are set and met.
- Exceptional communications skills. In particular must have outstanding verbal skills to work effectively with colleagues and customers at all levels.

### PERKS & BENEFITS

- Flexible work environment
- Comprehensive benefits including RRSP matching
- Performance based awards
- Career growth opportunities
- Employee recognition program
- Education reimbursement
- On-site fitness facility
- Free parking and close to transit with c-train

To apply, please submit your resume to [hr@rgo.ca](mailto:hr@rgo.ca). We appreciate the interest of all applicants and candidates for consideration will be contacted.

**APPLY NOW**