

	<p>JOB DESCRIPTION Credit Specialist</p> <p><i>Updated: December 2018</i></p>
<p>Employee Owner: Open</p>	<p>Reports to: Credit Manager, Tara Rose</p>

Our Company

Idaho Pacific Lumber Co., Inc. (“IdaPac”) is a national supplier to the construction industry with the best possible service and satisfaction at the most competitive prices. IdaPac is a preferred provider of wood products for high density and single-family tract housing and commercial building projects across America since 1979. Financing the materials secured through lien rights is an important component of the IdaPac’s value proposition for our customers. Headquartered in Meridian, Idaho with trader offices throughout the United States. Emphasizing the importance of the employee-owned business, IdaPac takes pride in hiring only the most qualified and trustworthy associates to join the team. IdaPac shares financially in the growth of the company through its Employee Stock Ownership Plan, and as employee-owners, they have the pride and privilege of seeing the company grow and prosper.

Position: Credit Specialist

We are looking to add a hard-working, self-motivated, person with excellent people skills and a positive attitude to our credit team.

Job Summary

Duties would include an array of responsibilities including, but not limited to: making collection calls, preparing daily billings for customers, processing customer credit applications, preparing lien releases, preliminary notices and other various legal documents, processing job credit research & reconcile customer accounts, applying customer payments to accounts, making daily postings to AR & to the bank, process credit cards, process and send out monthly statements, scan and file AR documentation, in addition to other administrative/support duties.

This position also involves working with company personnel throughout various departments including multiple outside offices. The candidate may also have involvement with the company’s bank, insurance company, attorneys, and other outside agencies.

Knowledge, Skills, Abilities

- Work positively and communicate professionally across the team in order to make an effective contribution to the team.
- Excellent interpersonal skills.

- Ability to maintain professional relationship within a team while providing high levels of customer service by communicating with clear and timely responses to issues, requests, & problems.
- Meticulous attention to detail, self-motivated.
- Proactive and capable of working as a member of the team, as well as individually.
- Organized, able to multi-task, meet deadlines, and work well under pressure.

Requirements

- **Integrity:** Maintain highest level of ethical standards. Always do the right thing. If questions, consult with others including leadership.
- **Communication Skills:** Communicates in an open, straight forward, honest and respectful style; checks for message clarity; understands the effect the communication style has on others, including nonverbal communications; plans for and adapts to the wide variety of communication preferences and needs of others.
- **Interpersonal skills:** Ability to build and grow relationships with stakeholders. Maintain composure and tact during intense situations which inevitably arise.
- **Demonstrate Leadership for Others:** Displays consistent skills, behaviors, and attitudes congruent with the values and strategies of IdaPac; models high performing level of motivation, performance and personal integrity that others strive to emulate; matches actions and words.
- **Exercise Sound Business Judgment:** Interest and ability to understand the building products industry and our customer requirements. Shows mental discipline and toughness; makes decisions that are based on logical assumptions that reflect the good of the organization; takes reasonable risks to achieve significant gain.
- **Plan and Analyze:** Uses relevant information from different sources to identify issues and develop strategies for accomplishing goals; anticipates issues, obstacles or opportunities that may impact plans or action.
- **Control Quality:** Ensures customer adherence to terms of agreement, retention of proper documentation and consistent monitoring of accounts.
- **Problem Solving:** Ability to identify and resolve variety of issues and questions that arise. Many variations of process occur and must be able to solve the next unique challenge.
- **Multi-Task:** Ability to perform multiple activities and keep status. Ability to prioritize and work to balance competing requests from multiple stakeholders.
- **Disseminate Information:** Encourages and continually demonstrates the timely distribution of information within and across the organization.

Experience and Education:

- Credit and collections experience strongly preferred.
- Prefer an Associates' degree; or minimum of two years related experience and or training; or equivalent combination of education and experience.
- Should possess 10-key skills and proficient in using Microsoft Word, and Excel.
- Conflict resolution skills, knowledge of construction industry, and project management skills a definite plus.

Expectations and Benefits

- Standard 40 hours / week in office on standard business hours schedule M- F. May have occasional additional time as needed to meet completion dates and expectations.
- Position hourly and standard Paid Time Off schedule
- Eligible for annual discretionary bonus based upon performance and company profitability.
- Other benefits consistent with IdaPac benefits package

Contact Information

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