



EMPLOYMENT OPPORTUNITY – CREDIT & COLLECTION SPECIALIST

THE COMPANY

Harvey's Oil Ltd. is a market leader in both the home heat and industrial/commercial lubricant industry in Newfoundland and Labrador and is now a part of the local mini-split business in the community. Through the company's partnership with Petro-Canada Lubricants Inc., Harvey's Oil Ltd. has experienced significant growth in its industrial lubricant, light and base oil division while maintaining its customer service focus in home heat. Specifically, the lubricants division sells to the fishing, offshore, mining, manufacturing, construction, food and automotive industry.

Employee Offerings

When becoming an employee with A. Harvey Group of Companies some of the employee offerings you will be eligible for are the following:

- Defined Contributions pension plan
- Robust Benefits plan through Blue Cross
- 10 Paid personal leave days per calendar year
- Corporate Wellness Policy
- Statutory and other provincial holidays totaling 15 paid days per calendar year
- Internal Short Term sick leave program
- Education reimbursement policy
- Paid vacation starting at 3 weeks

THE ROLE

Harvey's Oil Ltd. currently has an opening for the position of a full-time, permanent Credit & Collection Specialist. This is a Monday to Friday role located at our office at 87 Water Street.

Providing support to the Credit & Collections Team Lead key elements of this role are, but not limited to, the following:

- A prudent understanding of the Company's credit granting, collections and process and policies;
- To maintain accounts receivable balances at a manageable level;
- Provide exceptional and professional customer service over the phone, email and in-person.

Key responsibilities of this role include but are not limited to:

- Reviewing all new account applications;
- Management of any delinquent accounts;
- Providing support for year-end preparation regarding allowance, bad debt and new budget preparation for new customers for the new heating season;
- Process credit card payments as required. Process scheduled pre authorized payments;
- Making collection phone calls and following up on promised payment arrangements;



- Complete all bankruptcy paperwork;
- Meeting with customers regarding their accounts;
- Generates statements for residential and commercial accounts
- Phone Que duties when required
- Various related duties as required.

The Candidate

The Ideal Candidate will possess the following:

- Business Administration, or related administration education with a focus in accounting;
- Practical business experience in credit and collections along with customer service would be an asset;
- Aptitude for computers and other technology;
- Proficiency in computer applications;
- Effective written and oral communication skills;
- Strong attention to detail;
- Data Entry skills;
- Self-confident individual with strong organizational skills that can prioritize and manage multiple tasks and deadlines in an efficient manner;
- Ability to provide professional and courteous service in any scenario;
- Ability to understand and work with diverse groups of people and clients;
- Teamwork skills that support a team based operation;
- Reliable and ability to manage multiple deadlines;
- Ability to work in a repetitive environment;
- Strong analytical skills;
- Proven ability to work in a fast pace environment and utilize superior decision making and leadership skills.

Individuals interested in applying for this position should send a resume by August 9th, 2024 to:

Harvey's Oil Ltd.
87 Water Street
St. John's, NL A1C 5X3
<https://harveyshomeheating.ca/>
Email: humanresources@aharvey.nf.ca

Harvey's Oil Ltd. is an equal opportunity employer; however only those selected for an interview will be contacted.