



## Credit & Collections Analyst

### Who are we?

Established in 1983, privately-held Pacific Market International (PMI) designs, manufactures and markets innovative food and beverage solutions designed for busy lifestyles. Our brands in the marketplace are Stanley, Aladdin, MiGo, and Slant Collections. PMI is headquartered in Downtown Seattle, with beautiful views of Elliott Bay from our office windows. We also have offices around the world in Shanghai and Shenzhen, China; Rio de Janeiro and Manaus, Brazil; Manila, Philippines; Amsterdam, The Netherlands; San Francisco and Bentonville, USA. More information can be found at [www.pmi-worldwide.com](http://www.pmi-worldwide.com).

Thanks for checking out our full-time Credit & Collections Analyst position based in our new office in Robinsons Cyberscape Alpha (Ortigas).

### Position Overview

We are looking for a customer service oriented and proactive individual to ensure that our internal and external customers are supported effectively. Reporting to the Shared Service Manager and receiving guidance from US based functional manager, you will be in-charge of performing a range of Accounts Receivable functions which includes but are not limited to: *collecting on past due AR invoices, credit analysis on new and existing customers, setting up new accounts, and invoicing*. We maintain a flexible schedule policy, but this position will mostly report night shift.

### Essential Job Functions

- Review credit worthiness of new and existing accounts and make appropriate credit decisions based on payment trends and risk.
- Minimize bad debt risk and maximize accounts receivable collections.
- Regularly email/call customers regarding past due balances and provide monthly statements.
- Maintain accurate credit/collection files as well as electronic collection notes for each customer account.
- Assist with the releasing of orders on hold.
- Evaluate customer payment deductions and file counterclaims when appropriate.
- Determine root causes of reoccurring chargebacks.
- Participate in process improvement projects and support other management directives as prescribed
- Provide excellent customer service and develop relationships with internal/external customers.
- Provide necessary reporting to management team.

### Education and Experience

- 2-5 years AR experience
- Experience in retail channel is plus
- Solid English speaking and writing skills





### Proficiencies Required

- Excellent written and oral communication skills;
- High level of competency with Microsoft Office Programs. Advanced knowledge and experience with Microsoft Excel required, including pivot tables and VLOOKUPS.
- Ability to respond effectively to sensitive inquiries or complaints.
- Solid problem-prevention and problem-solving skills.
- Excellent organizational skills with a strong attention to detail and time management.
- Willingness to adapt to changing business needs and deadlines.

### Company Background

PMI is a fast-paced environment that works creatively and collaboratively. Not only are we privately owned and high energy, but we operate internationally and are growing fast. We strongly encourage you to read more about the company – it is an amazing place to work! (<http://www.pmi-worldwide.com>).

**What do we do?** We are committed to providing consumers with simple, stylish portable food and beverage containers that are built with a focus on community and sustainability.

We care about our people and recognize their efforts through monthly, quarterly and annual rewards and bonuses. Other benefits include HMO, life insurance, free meals, rice subsidy, night shift differential, education and training sponsorship and scholarships, and international travel.

We also care about our local and global community and show it in the following ways:

- All employees are given one paid day per year to volunteer at an organization nominated and selected by employees.
- PMI annually gives 1% of net profits to nonprofit organizations that align with our philanthropic pillars: children, education and the environment.
- Quarterly Grassroots Philanthropy Award where we donate to a nonprofit organization nominated and selected by employees.

Help us build our success story today.

**If you have the qualifications and skills for this position please submit your resume to:** [anne.guardaquiver@pmi-worldwide.com](mailto:anne.guardaquiver@pmi-worldwide.com).