



CUYAHOGA VALLEY
CAREER CENTER

Cuyahoga Valley Career Center

Job Posting #2718

Job Posting Date: 9/10/2020

Employer Information: Airgas, an Air Liquide company
Contact: Ms. Danielle Theodore
6055 Rockside Woods Blvd. North
Independence, OH 44131
Phone: 216-642-6600 **Ext:** 7803
E-mail: danielle.theodore@airgas.com

Main Business: Industrial and Medical Gases Manufacturing and Distribution

Job Title: Cash Applications Specialist

Full/Part-time: Full-Time **Job Hours:** 8am-5pm

Job Duties: The Cash Application Specialist performs daily activities related to:

- Handling, processing and depositing cash receipts in order to ensure prompt and accurate recording of payments to customer accounts.
- Daily processing of customer payments, including payments made by credit card, lockbox, ACH/Wire, branch deposits and posting to customer accounts.
- Identifies issues associated with short payments and overpayments. Escalate issues to rectify, as appropriate.
- Interfaces with the Customer, as well as, Airgas associates to troubleshoot and resolve customer payment discrepancies.
- Reviews a variety of reports, documents and on-line data to research payment issues.
- Resolves unapplied payment issues.
- Receive inbound Cash Application related customer queries via phone or email.
- Place outbound phone calls in regards to Cash Application issues or questions that are related to customer accounts.
- Research and maintain customer information for automated identification of customer payments.
- Research customer duplicate payments and request refunds when applicable.
- Maintain customer information for automated payments

PLEASE APPLY DIRECTLY THROUGH EMPLOYER FOR THIS POSITION

Compensation: _____

Special Notes / Additional Information:

How to Contact: Email resume, Apply Online

Seeking:

CVCC Alumni, Adult /Job Seeker

PLEASE APPLY DIRECTLY THROUGH EMPLOYER FOR THIS POSITION

We are growing and expanding our Global Cash Applications team at our Division Offices in Independence, OH.

**Hours: 1st shift, Monday-Friday
Multiple Openings**

The **Cash Application Specialist** performs daily activities related to handling, processing and depositing cash receipts in order to ensure prompt and accurate recording of payments to customer accounts.

- Daily processing of customer payments, including payments made by credit card, lockbox, ACH/Wire, branch deposits and posting to customer accounts.
- Identifies issues associated with short payments and overpayments. Escalate issues to rectify, as appropriate.
- Interfaces with the Customer, as well as, Airgas associates to troubleshoot and resolve customer payment discrepancies.
- Reviews a variety of reports, documents and on-line data to research payment issues.
- Resolves unapplied payment issues.
- Receive inbound Cash Application related customer queries via phone or email
- Place outbound phone calls in regards to Cash Application issues or questions that are related to customer accounts
- Research and maintain customer information for automated identification of customer payments
- Research customer duplicate payments and request refunds when applicable
- Maintain customer information for automated payments
- Special projects and other duties as assigned.
- The above job functions are illustrative of the duties and responsibilities associated with this position and are not intended to be all inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

Qualifications:

- High School Diploma or GED required. Associate's or Bachelor's degree preferred
- Prior accounts receivable, cash applications, billing and/or collections experience preferred but not required.
- Prior SAP experience a plus.
- Proficient in Google suite applications and Microsoft Office (Word, Excel) as well as a demonstrated ability to utilize financial applications within SAP.
- Exhibit customer focused behavior such as building positive relationships and strive to understand customer's needs, both internal and external.
- Ability to deal with difficult situations in a diplomatic and professional manner.
- Excellent analytical and creative problem solving skills with the ability to make independent decisions based on investigation and judgment as well as ability to discern when to escalate issues.
- Excellent oral and written communication and interpersonal skills. Ability to adjust communication style based on customer situation.
- Ability to work in a fast pace environment and able to multitask
- Strong time management skills
- Self-motivated
- A positive approach and willingness to learn coupled with the ability to work in a team environment.
- Lives by Airgas safety programs, OSHA, and all related rules, regulations, procedures which are applicable to this position's responsibilities.

Airgas offers a full benefits package that includes: Medical, Dental, Vision, Life, AD&D, Short Term and Long Term Disability Insurance, Vacation, Sick, Paid Holidays, 401(k) Retirement Plan with company match, Tuition Assistance and much more!

Airgas, an Air Liquide company, is the leading U.S. supplier of industrial, medical and specialty gases, as well as hardgoods and related products; one of the largest U.S. suppliers of safety products; and a leading U.S. supplier of ammonia products and process chemicals.

Dedicated to improving the performance of its more than one million customers, Airgas safely and reliably provides products, services and expertise through its more than 18,000 associates, over 1,100 locations, robust e-Business platform, and Airgas Total Access® telesales channel. As an Air Liquide company, the world leader in gases, technology and services for Industry and Health, Airgas offers customers an unrivaled global footprint and industry-leading technology and innovations.

[Check out what a career at Airgas can offer you!](#)

What do our Team Members have to say about being part of the team?

“Great place to work with great growth potential” - Director, Atlanta

“Opportunity to advance and a great safety program” - Driver, Cheshire

“Fun people to work with and flexible management” - Sales Specialist

Please apply through Handshake or reach out to learn more at US-Recruitment@Airgas.com !

EOE AA M/F/Vet/Disability

Qualified applicants will receive consideration for employment without regard to their race, color, religion, national origin, sex, sexual orientation, gender identity, protected veteran status, or disability

Airgas[®]

an Air Liquide company



HIRING!

30 Professionals for the expansion of our Global Cash Applications team in Independence, OH!

- ✓ Competitive Pay
- ✓ Job Specific Bonus Programs
- ✓ Great Team Environment
- ✓ Medical/Dental/Vision Benefits
- ✓ Tuition Assistance
- ✓ 401K with Match
- ✓ Opportunity for Advancement

Contact us to learn more @ US-Recruitment@Airgas.com
or Apply online at [Airgas's Career Page](#)



Airgas, an Air Liquide company, is the leading U.S. supplier of industrial, medical and specialty gases, as well as hardgoods and related products; one of the largest U.S. suppliers of safety products; and a leading U.S. supplier of ammonia products and process chemicals.

Visit Airgas.com "Careers" tab to learn more.