



# Pepsi-Cola Bottling Co of Central Virginia

## Executive Office Specialist

**Department:** Executive Office

**Job Status:** Full Time

**Work Schedule:** Monday-Friday 7:30-4:00pm

**Reports to:** Director of Admin, Technology, and Support

**Amount of Travel Required:** 0%

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### POSITION SUMMARY

The Executive Office Specialist is primarily responsible for reconciliation, billing and collection of Accounts Receivable. Additionally, would be trained to provide backup for other Executive Office positions. Requires energetic, organized team player with a proficiency in customer service. Candidate must possess deductive skills, be detail oriented and have a knowledge of general office administration. Must be proficient in relevant computer software. This position acts as an interface to internal customers at Pepsi-Cola Bottling Company of Central Virginia that are supported by the Executive Office to effect real time problem analysis and resolutions.

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### ESSENTIAL FUNCTIONS

#### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

#### Essential Functions Statement(s)

##### Accounts Receivable Duties

- Post payments for National accounts, 7-11 and US Gov (AAFEES & DFAS).
- Research, reconcile, and collect accounts as needed based on severity of delinquency.
  - Check requests - create check requests if customer has credit that need to issue refund.
  - Error corrections - create error corrections for incorrect pricing, damage, short-pays
  - Offset payments that need to combine such as driver short one day and then pays later must offset to clear account.
  - Knowledge of web portals to pull remit detail to post
  - Matching DSD to PCVA invoice when required and notify Sales Admins or KAO of price discrepancies asap
- EDI billing and manual billing per customer specs
- Process credit card payments through web portal.
- Creating backup for Account remit - copying, moving, and maintaining all AR remit and misc. detail folders.
- Customer service - working with customers and as well as co-workers to assist in accounts and other problems. Pull applicable documentation
- Communicate with customers via phone, email, mail, or personally.
- Call customers regarding payments what they are paying / where it goes
- Sales tax forms – scanning in Laserfiche and recording tax #'s in RAM

##### AR Backup

- Prepare mailed in payments for deposit in bank daily
- Prepares deposit (RDC & Manual)
- Post payments (mailed, EFT, ROA'S - received on account payments and misc.) to AR detail, reconcile to daily AR report and enter on monthly summary spreadsheet.
- Assist with monthly AR statements for mailing. Postage meter - run statements, print labels.
- Assist with write-off preparation. Provide recovery documentation to AR Senior
- Box up mailed in payments and EFT as needed.
- Auditor prep and assist with questions and pulling subsequent receipt records.
- Update Customer information in VIP route accounting system

##### PROJECTS/DUTIES

- Document and train on standard operating procedures for processes as needed
- Other tasks as assigned

### POSITION QUALIFICATIONS

#### Competency Statement(s)

- **Accountability-** Ability to complete assigned tasks with little oversight and is willing to accept responsibility.
- **Adaptability-** Ability to adapt to change in the workplace.
- **Communication Skills-** Ability to effectively communicate with others either individually or in a group setting using the spoken or written word.
- **Customer Oriented-** Ability to take care of the internal Customers’ needs while following company policies and procedures.
- **Decision Making-** Ability to make critical decisions while following company policies and procedures.
- **Detail Oriented-** Ability to pay attention to the minute details of a project or task.
- **Diversity Oriented-** Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type.
- **Ethics & Integrity-** Ability to be truthful and be seen as credible in the workplace.
- **Interpersonal Awareness-** Ability to get along well with a variety of personalities and individuals.
- **Problem Solving-** Ability to find a solution for or to deal proactively with work-related problems.
- **Safety Awareness-** Ability to identify and correct conditions that affect employee safety
- **Time Management-** Ability to utilize the available time to organize and complete work within given deadlines.
- **Working under Pressure-** Ability to complete assigned tasks under stressful situations.

**SKILLS & ABILITIES**

**Education:** AAS, Business or related field: Preferred  
**Experience:** 1-3 years of accounts receivable and customer service  
**Computer Skills:** Moderate skills required  
**Certifications & Licenses:** None

**Other Requirements:** Skill in customer service in a variety of settings. Ability to work quickly, independently and efficiently without direct supervision; multi-task; solve problems; adapt to changing tasks and priorities; and communicate effectively with other employees; relate to employees and develop good working relationships; other functions, skills and abilities may also apply.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to sit; stand; walk; squat or kneel; bend; manually manipulate; reach outward and above shoulders; and climb. With proper training and equipment the employee must safely and regularly lift/carry or push/pull up to 25 pounds.

**Other Physical Requirements**

- **Vision** (Near, Distance, Color, Peripheral, Depth)
- **Ability** to wear Personal Protective Equipment (PPE) – Safety Shoes

**Work Environment**

Must be able to work in all types of weather conditions and must be able to occasionally work in a loud environment.

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The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee’s ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

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***EEO Clause:** Pepsi-Cola Bottling Company of Central Virginia provides equal employment opportunities to all qualified persons without regard to race, color, religion, gender, age, national origin, citizenship status, marital status, physical or mental disability, genetic information, sexual orientation, past, present, or future membership in a United States Uniformed Service.*

Employee Signature of Acknowledgement \_\_\_\_\_ Date \_\_\_\_\_