



## **Accounts Receivable Associate**

### **Position Summary:**

ASCOT Travel Services seeks a detail-oriented and reliable Accounts Receivable Associate. The Accounts Receivable Associate is responsible for managing the billing and collections process, maintaining accurate financial records, and ensuring timely customer payments. This position will report to our Director of Accounts Receivables and works closely with customers, the advisor team, and the accounting staff to resolve account issues, process payments, and support overall financial integrity. The role requires strong communication skills, the ability to juggle multiple priorities, and a high level of professionalism.

### **Key Responsibilities (including but not limited to):**

- **Accounts Receivable & Collections**
  - Coordinate with the external commissions partner by preparing, cleaning, and updating commission and billing data (e.g., changes to rates, effective dates, and agent communications) to support accurate and timely follow-up and payment processing
  - Serve as one of the primary contacts for collection of past-due accounts
  - Maintain positive, professional relationships with customers and provide outstanding customer service — this is extremely important to us
  - Create and send commission invoices upon request from agents
  - Process customer payments quickly and accurately across various methods
- **Accounting Operations**
  - Scan, upload, and attach supporting documentation into accounting software
  - Maintain database accuracy through precise data entry and thorough cross-referencing
  - Support the accounting team with daily transactional tasks as needed.
  - Answer and direct calls on a multi-line phone system, providing clear and courteous assistance
  - Always maintain confidentiality of financial, customer, and company information
- **Collaboration & Communication**
  - Work closely with the Finance and Advisor teams, and other internal stakeholders to resolve billing discrepancies

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- Assist customers and agents with invoice inquiries, payment questions, and account adjustments
- Provide proactive updates regarding account statuses and payment issues

### **Skills and Qualifications**

- High School diploma required; Associate or Bachelor's degree preferred
- Strong attention to detail, excellent follow-through, and a self-starter mentality
- Ability to manage multiple accounts while delivering high-level customer service
- Strong organizational and time management skills with the ability to prioritize effectively
- Solid research, problem-solving, and critical thinking abilities
- Working knowledge of billing, account management, and basic accounting principles.
- Proficiency in Microsoft Office (Excel, Word, Outlook, Teams)
- Ability to work independently while maintaining reliability, responsibility, and strong work ethic
- Ability to pass a background check
- Commitment to always maintaining confidentiality

### **Preferred**

- Working knowledge of group payment solutions and third-party payment platforms, including ONYX, Marriott CTAC, and Hilton Fast Pay
- Experience with TRAMS/TRES and SABRE
- Prior experience in travel industry accounting or a high-volume AR environment

### **Location and Compensation**

This is a hybrid role based in our NYC midtown office. Team members are expected to be in office 3x per week, typically on Tuesdays and Fridays, with flexibility as needed for team-collaboration client meetings, or company events.

We value the balance of in-person connection and focused remote work, an aim to create a rhythm that supports both productivity and culture.

The estimated compensation for this role is \$23-\$28/hour. This is in addition to a comprehensive benefits package that includes 100% employer-paid healthcare (medical, dental, vision) for individual employees, and paid time off.

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