

## **Collections Specialist – Full-Time**

Rood & Riddle Equine Hospital is a widely recognized, world renowned equine hospital. Our mission is to provide expertise for our patients in a caring, professional and ethical manner that creates value for the entire equine community. Behind every patient, we have several teams who make it all run smoothly, and that includes our collections department. This is a chance to play a vital role that keeps our mission moving forward. As a vital part of our operations, this position is on-site at our Lexington, KY location. Due to the nature of our work and the need for close collaboration with various teams, remote work is not offered for this role.

### **Primary Duties**

- Contact clients regarding past-due balances via phone, email, and written correspondence.
- Professionally discuss outstanding balances with clients
- Work with clients to establish payment plans, or alternative payment options when appropriate.
- Complete daily deposit.
- Address client questions regarding invoices and charges when appropriate.
- Support efforts to reduce outstanding balances and improve overall collections.
- Maintain organized documentation of collection activity.
- Support the collections and accounting teams with additional tasks as needed.

### **Requirements**

- High School Diploma or equivalent
- Strong verbal and written communication skills
- Ability to discuss financial matters professionally and confidently
- Strong organizational skills and attention to detail
- Ability to manage multiple accounts and follow up consistently
- Ability to maintain confidentiality

### **Skills Preferred**

- Experience within the equine and/or veterinary industries not required, but *highly* preferred
- Experience in collections, accounts receivable, billing, or a similar financial role
- Experience with DocuSign and/or ezyVet
- Experience with Microsoft Office (Excel, Outlook, etc.)

### **Schedule**

- Monday through Friday; 8-4:30pm

### **Benefits**

- Health insurance
- Dental insurance
- Vision insurance

- 401(k) after one year
- 401(k) matching after one year
- Vacation, sick, personal, and holiday time
- Employee discounts

Please express your interest in our open Collections Specialist position by providing your most current resume and cover letter to [HR@roodandriddle.com](mailto:HR@roodandriddle.com).