



## **Collection Specialist - Ottawa**

### **Firm Overview**

Marks & Clerk is one of the world's leading intellectual property (IP) firms, with our first Canadian office being established in Ottawa in 1921. We specialize in all areas of intellectual property law – trademarks, copyrights, patents, designs, and related matters, as well as IP enforcement and litigation.

Through a global network of 16 offices in Canada, the UK, Europe and Asia and long-established relationships with other trusted IP firms worldwide, we have the unique ability to secure and enforce IP rights for clients looking to safeguard their innovations in multiple jurisdictions. Our clients come from a diverse range of industries and include start-ups, small and medium sized businesses and large multi-national corporations who have long trusted us to deliver high quality, seamless and cost-effective services both in Canada and globally.

We are looking to add additional talent to join our Canadian offices. The Collection Specialist plays an important role within the Finance Group and will be responsible for the timely collection of cash from all clients. The Collection Specialist will use aged debt analysis to identify clients who have exceeded their credit terms and take the necessary action required to ensure outstanding debit is collected. The role will work closely with fee earners to advise on the credit status of clients and will carry out risk reviews for new and existing clients.

### **Experience & Qualifications:**

- A minimum of 5 to 7 years' credit control experience within a professional services environment
- Solid IT skills – including Microsoft Word, Excel, calendar management and use of an electronic document management system
- In addition, the ideal candidate will be able to demonstrate:
  - Excellent communication skills – both written and verbal
  - Excellent interpersonal and organizational skills
  - The ability to work effectively as part of a team

## Principal Responsibilities:

- Review and monitor all sales ledgers, ensuring collection targets are consistently maintained and cash collection is maximized
- Use Aged Debt reports to analyze ledgers and priorities cash collection, ensuring existing client relationships are maintained
- Deal with collection problems – including but not limited to special letters, compromise settlements. Legal action and submitting and monitoring claims in insolvency proceedings
- Alert fee earners on changes in clients' status or payment performance deterioration before agreeing escalations steps, credit restriction and progress reporting to fee earners
- Maintain and update client records on the firm's Account system (Dream) and the Document Management System with details of collection activity, ensuring compliance with Data Protection requirements
- Carry out regular risk reviews, assessments and routine housekeeping including the production of a monthly "Exception" report
- Work collaboratively with the Credit Manager, Finance Group team members and other group functions to support the firm and business in the delivery of high quality internal and external service

If you are interested in this opportunity, please submit your resume and cover letter to [HR@marks-clerk.ca](mailto:HR@marks-clerk.ca).

Marks & Clerk is an equal opportunity employer and will provide accommodations during the recruitment process upon request.

Currently, we are working from home with the goal to implement a work-life balanced, hybrid arrangement for firm members to work both from home and at the office in early 2022.

Marks & Clerk Canada requires all firm members to be fully vaccinated against COVID-19. Any exemption request will be considered on a case-by-case basis and granted only where the request meets the requirements of applicable legislation.

We thank all applicants for their interest; however, only candidates under consideration will be contacted.

No agencies please.