



Accounting Specialist

FLSA Classification: non-Exempt

Department: Accounting/Finance

Reports To: Director of Finance and Accounting

Location: Plymouth, WI (In-Office)

Role Summary

The Accounting Specialist supports daily accounting operations in a fast-paced reseller environment. This role combines responsibilities across customer billing, collections, cash receipts, and other accounting support. The ideal candidate will thrive in a small-company environment, communicate effectively with customers, suppliers, and internal teams, and maintain a high level of accuracy while managing multiple priorities.

Core Responsibilities

1. Customer Invoicing & Accounts Receivable

- Maintain accurate customer account and receivable records.
 - Prepare and issue accurate and timely customer invoices.
 - Apply customer payments and cash receipts to appropriate invoices and customer accounts.
 - Research and resolve unapplied cash, short payments, overpayments, and other payment discrepancies.
 - Monitor accounts receivable balances and aging.
 - Contact customers regarding past-due invoices and follow up on outstanding balances.

2. Accounts Payable & Supplier Payments

- Assist with processing scheduled supplier payment runs.
- Process and apply supplier payments within the banking system and accounting system.
- Research payment discrepancies and assist with resolving supplier account issues.
- Provide additional accounts payable support as needed.

3. Sales & Use Tax

- Support the company's sales and use tax compliance process utilizing Avalara.
- Assist with sales and use tax filings, reconciliations, and supporting documentation.
- Maintain customer exemption certificates and other tax-related records as required.
- Research routine sales tax questions and coordinate resolution of exceptions.

4. Corporate Credit Card Administration

- Coordinate monthly corporate credit card processing and reconciliation.
- Collect receipts and supporting documentation from cardholders.





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- Follow up with employees regarding missing receipts, coding, or other documentation.

5. Returns / RMA Support

- Assist with processing customer returns and RMAs as assigned.
- Coordinate with sales, operations, and other departments to ensure returns are properly documented and processed.
- Assist with related credits and accounting transactions.

6. General Accounting Support

- Provide backup support for other accounting functions as needed.
- Identify opportunities to improve the efficiency and accuracy of routine accounting processes.
- Perform other accounting and administrative duties as assigned.

Key Performance Expectations

- Timely execution of invoice entry, cash receipts, and collections to minimize any delays for customers and cash collection.
- Assist with ERP/accounting system optimization and reporting enhancements
- Support automation initiatives and documentation of procedures

Required Skills & Competencies

- 2+ years of experience in accounts receivable, accounts payable, bookkeeping, or other hands-on accounting support
- Working knowledge of customer invoicing, cash application, account reconciliation, and basic accounting principles
- Demonstrated ability to research and resolve account discrepancies independently
- Experience working within an ERP or accounting system
- Proficiency in Microsoft Office, with intermediate Excel skills
- Strong attention to detail and commitment to accuracy
- Ability to manage multiple priorities, deadlines, and a high volume of transactions
- Strong written and verbal communication skills, including the ability to communicate professionally with customers, suppliers, and internal teams

Preferred Experience

- 3+ years of accounting support experience with exposure to both accounts receivable and accounts payable
- Associate degree in Accounting, Finance, Business Administration, or a related field preferred; equivalent relevant accounting experience will be considered.
- Experience with sales and use tax processes and/or Avalara
- Experience with account reconciliations and corporate credit card administration
- Experience in a distribution, reseller, or drop-ship environment
- Experience in a privately held small-to-mid-sized company
- Strong ERP/accounting system aptitude; Zoho Suite and QuoteWerks experience a plus



Heartland Video Systems, Inc.

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1311 Pilgrim Road, Plymouth, WI 53073
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- Experience identifying or implementing accounting process improvements, automation, or system enhancements

Success Profile

The individual in this role:

- Demonstrates strong judgment with minimal oversight
- Balances internal & external customer needs with financial and operational constraints
- Manages a high volume of work without sacrificing accuracy

Why Join Heartland Video Systems?

Unlike many organizations, HVS combines the responsiveness of a family-owned company with the technical depth of an experienced engineering team, giving our sales professionals the resources they need to succeed. As we continue to grow our Pro/AVL business, employees have the opportunity to make a meaningful impact, contribute directly to our success, and help shape the future of a respected organization known for customer service and technical excellence.

Heartland Video Systems offers a comprehensive benefits package including:

- Group Health and Vision Insurance
- Group Disability and Life Insurance
- 401(k) Plan with Company Match
- 9 Paid Holidays
- Vacation and Personal Time Off
- Continuing Education Opportunities
- Career Growth and Advancement

If you enjoy building relationships, identifying opportunities, and helping customers solve technology challenges—and are eager to grow your career—we encourage you to apply.

Ready to go places with us? We'd love to hear from you by contacting:

Tara Guell

Human Resources | Payroll Specialist
Heartland Video Systems, Inc.
1311 Pilgrim Rd, Plymouth, WI 53073
tguell@heartlandvideosystems.com
Direct: 920-893-6757

We are an Equal Opportunity Employer and consider all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other protected status.

This role requires candidates to be physically located in the United States and legally authorized to work in the U.S. at the time of hire. Sponsorship is not available.



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