



## Job Title: Bookkeeper/Office Manager

Date: 9/7/2010

**Job Summary:** The bookkeeper/office manager is responsible for the billing of customers, account management and debt collection, payment of supplier bills, bank reconciliations and generation of monthly reports. In addition, this position is responsible for shipping and receiving as well as overall office management.

### Responsibilities

- **Customer contacts**
  - Enter sales orders within 24 hours of receipt
  - Bill all customers on a timely basis, filing copies as required
  - Record customer payments and prepare daily banking
  - Issue customer statements on a monthly basis as needed
- **Shipping/Receiving**
  - Prepare shipping documents for customer orders as required
  - Package and ship customer orders
  - Receive shipments and process paperwork for incoming shipments
- **Debt Collection**
  - Report to General Manager on a monthly basis regarding overdue accounts
  - Ensure account statements are sent to all clients with an outstanding balance at least once a month
  - Chase up overdue accounts via phone, letter and email
  - Document all account chasing activities in a manner that can be readily accessed and viewed by other staff
- **Supplier interactions**
  - Collate supplier invoices into weekly and monthly payment runs, streamlining payment processes wherever possible
  - Record supplier payments and office expenses in Made2Manage accounting software, coding to appropriate accounts
  - Issue purchase orders and deliveries
- **Office management**
  - Answering telephone and route calls as appropriate
  - Order and maintain adequate levels of office supplies
- **Reconciliations of Key Accounts**
  - Reconcile all bank accounts monthly
  - Reconcile all loan accounts on at least a quarterly basis
  - Reconcile all corporate credit card accounts on a monthly basis
- **Budgets and Financial Statements**
  - Assist in preparing annual budgets and entering these into Made2Manage company file
  - Make end-of-month journals entries as required
- **Quarterly Business Activity Statement**
  - Assist General Manager in the preparation of figures for quarterly Business Activity Statement
- **Help support HR duties**
  - Aid in job searches and the hiring of future employees
  - Assist in filling out employment/business surveys as required by state and federal agencies





#### **Additional Job Responsibilities:**

- Provide quality service to internal and external customers by following organization standards and working closely with all other employees
- Strategize and work toward the long-term prosperity of the business
- Encourage innovation and tenure in the workplace, recognizing these as the best ways of servicing the customers with the products and service they need and want
- Work cooperatively and independently, accepting share of responsibility for operations, and when or wherever possible go beyond individual duties
- Make creative contributions, regardless of job or task. Encourage cooperation and innovation through teamwork
- Appropriately communicate issues and problems and suggest process improvements
- Attend company meetings for discussion on decision making
- Be involved in the decision making process and show concern for the company's overall health

#### **Qualifications:**

- At least 5 years experience as a bookkeeper, preferably using an advanced ERP system such as Made2Manage
- Experience with general ledger and EOP closing.
- Self-directed, highly motivated, reliable
- Must possess excellent organization skills
- Ability to organize and manage multiple priorities (effective multitasking skills)
- Ability to analyze and resolve problems
- Ability to work effectively with all individuals/groups within the organization
- Excellent computer skills, including Microsoft Word and Excel
- Ability to lift 30 lbs occasionally
- Ability to go up and down stairs

*The above statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.*

