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| --- | --- | --- | --- |
| Job Title: | Office Manager / Bookkeeper | Status:  | Exempt  |
| Department / Group: | Administration | Travel Required: | Yes |
| Position Reports to: | General Manager | Position Type: | Full-Time |
| Salaried / Hourly: | Salaried |  |  |
| Reporting Positions: | Office Assistant  |
|  |  |  |  |
| **Approved By:** |  | **Date:** |  |
| **Updated By:** |  | **Date:** |  |

**Position Summary / Purpose**

Provide support to management in the orchestration of the administrative, bookkeeping, human resources, and operations functions. Facilitate the efficient operation of the office.

Help retain customers by providing emotional gratification through follow up contact with them and through the accurate transcription of customer information.

**Primary Duties and Responsibilities**

* Maintain production capacity through adequate staffing, equipping, and supplying of the office.
* Maintain market leadership through continuous implementation of state-of-the-art technology as it pertains to the administration of the office, financial reporting, tax preparation and filing, and maintenance of the customer database.
* Answer phone and handle incoming calls.
* Type estimates.
* Type business correspondence.
* Schedule work.
* Conduct follow-up phone calls to customers.
* Accurately prepare and file tax forms.
* Accurately prepare invoices.
* Complete inner office documentation.
* Data entry using company approved computer software.
* Make deliveries to and from post office and bank.
* Process production paperwork.
* Administer human resource functions.

**Additional Duties and Responsibilities**

* Successfully develop the administrative staff, equipping them to deliver outstanding customer service and preparing them for higher level positions within the company.
* Assist in collecting overdue receivables.
* Assists in development of strategic goals.
* Assists in managing cash flow.

**Decision Rights and Authority**

* Scheduling of service vehicles and technicians.
* All aspects of bookkeeping.
* Control spending for the department within the budget as established in the strategic plan.

**Working Relationships and Scope**

* Maintain efficient and accurate flow of production paperwork from the field to administration.

**Performance Competencies**

* **Integrity**
Uncompromising, ironclad. Does not cut corners. Does what is right even when it means taking a stand. Not politically expedient.
* **Oral Communication**
The individual speaks clearly and persuasively in positive or negative situations. Effective in one-on-one, small, and large group situations. Adaptable and able to think on his / her feet.
* **Written Communication**
Writes clear, precise, well organized letters, proposals, and emails. The individual edits work for spelling and grammar and is able to read and interpret written information. Uses appropriate vocabulary and grammar.
* **Team Building**
Achieves cohesion and effective team spirit with peers and subordinates. Fosters a climate characterized by open, honest relationships. Treats subordinates fairly. Shares credit.
* **Planning and Organizing**
Plans, organizes, schedules, and budgets in an efficient and productive manner. Focuses on key priorities. Effectively manages multiple projects simultaneously. Pays attention to details. Manages personal time well.
* **Mature Judgment and Decision Making**
Demonstrates consistent logic. Anticipates consequences of decisions.
* **Initiative and Independence**
Takes calculated risks with favorable outcomes. Although committed to the team, is willing to take an independent stand. Initiates projects.
* **Technology**
The individual regularly uses standard word processing, spreadsheet, and presentation software tools to enhance efficiency and accuracy of work performed and is capable of providing routine troubleshooting and user support for software and hardware used in the office environment.

**Qualifications-Knowledge, Skills, and Abilities**

* **Education and Experience**

Associate (2-year) degree in accounting or business-related field with a bachelor’s degree (4-year) preferred. Minimum of three (3) years of broad bookkeeping experience including A/R, A/P, General Ledger, and Payroll.

* **Bookkeeping, Accounting, and Financial Reports**

Strong bookkeeping and accounting skills and understanding of financial reports: Profit & Loss, Balance Sheet, and Cash Flow. Extensive experience using bookkeeping software such as QuickBooks, Peachtree, Great Plains, etc.

* **Mathematical Skills**

Strong math skills. Ability to compute rate, ratio, and percentages and to interpret financial reports and analyze performance against business plans and industry benchmarks.

* **Computer Skills**

Demonstrates intermediate to advanced proficiency in the use of computers and computer software, especially MS Office, Word, and Excel.

* **Certificates, Licenses, and Registrations**

None required for this position

**Physical Demands**

*The physical demands described below are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and / or move up to 10 pounds and frequently lift and / or move up to 25 pounds.

**Working Conditions**

* This work of this position is predominantly carried out in an office environment. Daily exposure to the shop where vehicles and equipment are housed and maintained is expected.
* Noise level in the work environment is usually quiet.

**EMPLOYEE POSITION ACKNOWLEDGMENT**

I have read and understand the duties and responsibilities of my position as Office Manager-Bookkeeper.

I have been provided with a copy of the company’s Position Description for this job.

I understand that I am responsible for carrying out the responsibilities defined in the attached Position Description and am expected to follow any additional job-related instructions, and to perform additional job-related duties as requested by my supervisor.

**SIGNATURES OF ACCEPTANCE**

Signing on behalf of this position and agreeing to accept all its accountabilities is:

|  |  |  |
| --- | --- | --- |
|  | Date: |  |

Signing on behalf of the Manager’s position and agreeing to accept all its accountabilities is:

|  |  |  |
| --- | --- | --- |
|  | Date: |  |

***This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor.***