

Job Announcement: Office/Accounting Assistant

Open Date: 11/15/2022

Deadline for Applications: 11/30/2022

Summary of Duties and Responsibilities

Office/Accounting Assistant manages functions and tasks best described as follows:

Financial: The Office/Accounting Assistant is responsible for accounts receivable, recording of ferry receipts and gas/diesel receipts, credit card and check deposits as well as general office support of filing and matching receipts for the accounts payable department. The Office Assistant assists the Island Manager in collection of past due accounts and answers questions by owners as to billings on individual lots.

Office Support: The Office/Accounting Assistant assists in record keeping, maintenance, and office inventory. This person helps to ensure that standards of cleanliness and orderliness are maintained. The Office Assistant answers phones and is competent to carry out day to day correspondence with owners and all other entities as needed.

Cross Training: All office staff are cross trained in each position to cover vacations and illnesses.

RESPONSIBILITIES:

- Maintains good customer service relations with the community, and successfully resolves customer requests, enquiries and complaints in a timely manner.
- Daily vessel deposits and daily credit, check and Venmo deposits.
- Prepares the weekly user fee deposit, which consists of golf, vessel and marina receipts. Opens mail and prepares weekly deposit of incoming owner assessments and various user fee payments.
- Maintains and regularly monitors owner accounts receivable records. Helps Island Manager prepare and document properties in arrears, and participates in the pursuit of payment and/or legal action associated with payment of assessments and user fees.
- Balances daily deposits and deposits them into the QuickBooks program and bank with remote deposit.
- Does all filing. Works with other office staff to maintain owner files, A/R files, A/P files and general files. Works with other office staff to order and purchase office supplies when necessary.
- Works in a collaborative, team-oriented environment with staff, Island Manager, community committees and Board of Trustees. May be asked to serve on or support specific committees.

Key Success Factors:

- Assessment payments are received and correctly posted to owners' records
- Ownership records, (both computerized and paper files) are maintained with current information

- Properties in arrears are identified and forwarded to collections and/or attorney as appropriate.
- Receivables are monitored and action is recommended when arrears are identified.
- Annual Golf and Moorage payments are posted when received and assists with maintaining corresponding lists.
- Maintains good working relations with Manager, staff, Board, committees and the community at large.
- Written correspondence, reports and other related documents need little editing and are completed in a professional and timely manner.

Pay and Hours

The work week is generally Monday through Friday from 9:00-3:30 (30 hours a week). During high season the office staff will rotate working Saturdays. In addition, occasional on call weekends are part of the position.

The salary range for this position is \$20.00 to \$23.00 per hour depending on experience.

Essential Qualifications

- **Experience in Customer Service, with the ability to handle disgruntled customers.**
- **Must be flexible with work schedule.**
- **The position requires physical activity, including lifting up to 40 lbs, using common cleaning products.**
- Advanced knowledge of MS Office products, specifically Excel and Word, general knowledge of various financial software packages. Knowledge of Quick Books preferred.