



## **Office Administrator and Bookkeeper**

### **Job Summary:**

The Office Administrator and Bookkeeper (“OAB”) is responsible for supporting the administrative aspects of Shumaker’s operations, including human resources and crew call, as well as for daily bookkeeping and accounting related activities. The OAB often serves as a client’s initial contact with the Company and reflects Shumaker’s ideals. Additionally, the position serves as a direct support to the President.

### **Duties and Responsibilities:**

#### **Office Administration and Operations Support:**

- Schedule weekly staff meetings, prepare meeting agendas, direct meetings, and record and distribute notes in a timely manner.
- Alert the team to any issues or conflicts that may be noticed as a result of various types of work done throughout the day.
- Maintain the jobs list in Flex ensuring all fields are populated and jobs are canceled when appropriate.
- Working with the venue and, at times, the Account Manager and/or Project Manager,, schedule load-ins and strikes with the venues. Communicate the times scheduled with the Project Manager and Account Manager and update the crew call with the times. Regularly check the crew call to ensure times are scheduled for upcoming events.
- Serve as a venue’s point of contact, always representing Shumaker in a professional and friendly manner and consistent with Shumaker’s mission and ideals.
- Maintain the crew call schedule with staffing requirements by job. This includes calling out for crew, updating the crew call with names and load-in/strike times and updating the events calendar with crew call information.
- Work with Project Managers to determine skill sets and staffing needs by job.
- Fill the crew requirements by job in a timely manner with those best suited for the job ensuring jobs run as efficiently as possible.
- Manage the staffing for any last minute changes or last minute jobs.
- Update the events calendar and crew call with confirmed jobs upon confirmation notification.
- Complete a client contact sheet when obtaining information from a potential client and pass the sheet on to the sales team.
- At times, prepare a job folder for each new quote and pass it on to the Account Manager.
- Record deposits in Flex as received and mark the job as confirmed in Flex once the final item is received.

**Act as the initial contact for incoming phone calls and visitors maintaining a professional and friendly demeanor:**

- Answer the phone and, if unable to assist the caller, forward the call to the appropriate team member.
- Answer the door and escort the visitor to the appropriate space to await a team member.
- When out of the office either for lunch or for the day, ensure there is someone else to answer the phone and door.

**Perform bookkeeping and accounting related activities:**

- Generate invoices marked “ready to invoice” in Flex and review them prior to sending them to clients to ensure they are cleaned up and make sense. Ensure tax exempt paperwork is on file for those clients not charged tax. Send the invoices to the clients.
- Adjust invoices to \$.01 if they are to be fully discounted.
- Export invoices from Flex to Quickbooks ensuring they have been properly exported.
- Generate invoices from Quickbooks for invoices not related to jobs - e.g., common area maintenance and utility invoices related to building space not rented by Shumaker.
- Manage the accounts receivable aging following up on invoices that are past due.
- Record payments made by credit card and ACH/EFT as notified by the processing bank ensuring they are applied to the appropriate invoices or customer accounts.
- Record payments received in the mail ensuring they are applied to the appropriate invoices.
- Deposit checks at least weekly.
- Match PPOs/RPOs/SPOs (“purchasing documents”) to vendor invoices and question instances in which the purchasing documents were not prepared or incompletely prepared.
- Code vendor invoices with general ledger accounts and quote numbers if able and distribute invoices (including credit card statements) along with purchasing documents to staff for sign-off and account coding assistance if required.
- Maintain vendor files making sure W-9’s, insurance certificates and relevant contracts are on file.
- Record coded and signed invoices ensuring sufficient description is recorded in Quickbooks as well.
- Reconcile credit card statements in Quickbooks and transfer the liability to accounts payable upon completion.
- Review the accounts payable aging (with invoices and purchasing documents attached) with the President or Finance Director and pay those invoices chosen for payment. Mark the invoices as paid and file them in the vendor files.
- Reconcile sales tax payable and pay the tax on time.
- Manage petty cash. Ensure receipts are obtained for funds paid through petty cash.
- Reconcile and record credit card fees generated through client credit card payments.
- Prepare year-end 1099 information.

## **Perform bookkeeping and accounting related activities, cont'd:**

- Process bi-weekly payroll:
  - Reconcile on-site time per crew call with on-site time per timesheets as part of the bi-weekly payroll process.
  - Review crew call to ensure the following are entered for each job and each position listed and that the entries make sense: employee name, quote number, call number (making sure to split the number into A and B if necessary), position, minimum time, travel time and time worked.
  - Review time sheets to ensure they are complete including quote numbers, name, labor type and hours worked.
  - Tally hours worked by employee including regular time, shop time, overtime and, paid time off. Tally mileage and other reimbursables as well. Record information on the pay details sheet (which may be maintained in a 3rd party system like ADP).
  - Investigate any differences that arise between the pay details sheet and the payroll processing calculations performed by the Finance Director.
  - Notify the payroll processor (currently ADP) of any changes to employees including new employee data and rate changes.
  - Review and approve the preliminary payroll register prepared by the payroll processor.

## **Support human resources:**

- Maintain employee files including new hire paperwork (making sure all paperwork is properly filled out and required documents are obtained), time off requests, rate and position change paperwork, reviews and other information to be filed.
- Set new employees up on email, create a timesheet, and distribute office key fobs and keys as appropriate. Maintain a list of keys and passwords by employee. Give new employees access to Google apps as appropriate per the checklist.
- Track benefit enrollment eligibility, issue enrollment paperwork and enroll new hires in benefit programs as appropriate. Validate employees have been correctly enrolled.
- Track paid time off available (recording increases based on years of service) and annual paid and unpaid time taken.
- Obtain and distribute gift certificates on employees' birthdays.
- Initiate and follow up on workers' compensation claims.
- Ensure all clearances are kept current and are properly filed.
- Document onboarding process for new hires and ensure process is followed.
- Ensure appropriate orientation and training, including with respect to safety protocols, is provided to new hires.
- Keep crew informed of pertinent policy changes or other company information that should be shared.
- Prepare or collect employment records for crew related to events such as hiring, reviews, disciplinary actions and subsequent follow ups, and termination and ensure they are properly filed.

**Directly support the President:**

- Create, build, send, and/or confirm quotes as requested.
- Create PPOs, RPOs and SPOs as requested.
- When the President is the Account Manager on a job, ensure sign-offs, deposits and pro-forma financial statements are recorded in Flex.
- Obtain estimates on equipment purchased or rented as needed.
- Perform other duties as requested by the President.

**Other:**

- Maintain inventory of Shumaker apparel.
- Open and distribute the daily mail.
- Perform other duties as requested by the Finance Director..
- Coordinate the cleaning service and schedule.
- Possess a basic understanding of Shumaker's capabilities.
- Participate on safety committee as requested.
- Follow and enforce Company procedures and standards.
- May participate in load-ins or strikes as an Overhire - that work is outside of this job description.

**Education and Experience:**

- 2+ years of experience in office management and bookkeeping.
- Sound administration skills; well-developed people skills.

**Personal Characteristics:**

- Solid communication skills (both oral and written) to all levels of the Company as well as to clients, venues and vendors.
- Well-developed interpersonal skills; gets along with diverse personalities; tactful and mature.
- Able to keep sensitive information confidential.
- Strong time management skills.
- Continual attention to detail.
- Able to self-prioritize workload and self-motivated.
- Has a can-do attitude and understands the need to provide quality work in a timely manner.
- Flexible, team oriented personality.
- Solid analytical, numerical and reasoning abilities.
- Professional appearance and demeanor.

This is a 40 hour per week non-exempt position.

**Reports to the Finance Director.**

## Qualification Standards

<b>Education/ Training:</b>	High School education or GED preferred.
<b>Experience:</b>	2+ years office management and bookkeeping preferred.
<b>Knowledge/Skills:</b>	Computer skills: word processing, email and spreadsheet. Ability to read financial reports. Maintain attention to detail. Knowledge of Quickbooks a plus.
<b>Attendance:</b>	Regular, predictable attendance.
<b>Other:</b>	Demonstrated ability to work well with people. Must be 18 years of age or older.

## Position Requirements

<b>Essential Functions / Tasks:</b>	<b>Requirements:</b>
<b>Physical:</b>	
Vision	Ability to see color and see small print with assistance.
Hearing	Hearing required to co-workers.
Sense of Smell	Not Applicable.
Gripping	Pick up boxes and other items.
Lifting	Up to 20 pounds occasionally.
Stooping	Rarely stoop and maneuver to pick up boxes from shelving.
Squatting	Rarely squat and maneuver to pick up boxes from shelving.
Push/Pull	Rarely pushing/pulling carts/racks weighing up to 100 pounds unassisted.
Kneeling	Rarely kneeling.
Climbing	Rarely climbing.
Bending	Rarely bending.
Reaching	Occasional reaching overhead, front, side and back.
Equipment Operation	Able to operate a computer..
Carry Objects	Rarely ability to carry objects weighing up to 20 pounds.
Sitting	Ability to sit for prolonged periods of time in front of a computer.
Walking	Short distances to bring items from miscellaneous areas.
Standing	Rarely standing for prolonged periods of time..
Work environment	Ability to work in a climate controlled environment.
Climate	Ability to work in a climate controlled environment.
<b>Mental &amp; Psychological Demands:</b>	
Comprehension	Understands and retains directions.
Reading/Writing	Advanced reading/ writing skills.
Speaking	Communicate effectively with co-workers, vendors and clients.
Decision Making	Use intermediate problem-solving techniques.
<b>Attention to Task/Detail:</b>	
Critical Thinking Skills	Organize tasks and set priorities.
Multi-Tasking	Perform and /or direct multiple tasks simultaneously.
<b>Interaction with Others:</b>	
Service	Exceptional ability to serve co-workers and clients reflecting Shumaker's mission and vision.
Co-workers	Work cooperatively and collaboratively with co-workers.