

Job Description

Job Title:	Office Administrator & Bookkeeper (JD-15.0)
Reports to:	Controller
Department:	Finance

Summary Statement

Under the supervision of the Controller, the position is responsible for a diverse set of bookkeeping and administrative tasks as well as supporting company operations by maintaining office systems.

Key Relationships

Internally: All Departments, Management, and Employees
Externally: Customers, Vendors & Suppliers

Qualifications

STANDARD SPECIFICATIONS: Requirements are representative of minimum levels of education, knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

Education

Essential:

- College diploma in a related discipline.

Knowledge

Essential:

- A minimum of **5** years of experience in a similar position.
- Proficient with Microsoft Office Suite, Office 365 and Dropbox as well as extensive working experience with QuickBooks accounting software.
- Working knowledge of all office equipment including phone systems, printers and scanners.

Skills and Abilities

Essential:

- Exceptional interpersonal, communication (written and verbal) and telephone etiquette skills.
- Effective trouble shooting and problem-solving skills.
- Must be self-directed, take directions and then take initiative to follow through on a variety of tasks.
- Organized, efficient, and ability to work independently as well as with a team.

- Motivated and driven to achieve excellence in every area.
 - Thrive in a face paced, dynamic growing business.
 - Must have strong attention to detail and the ability to work effectively under pressure with simultaneous deadlines.
 - Ability to maintain confidentiality of pertinent data.
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MAJOR DUTIES AND RESPONSIBILITIES:

Bookkeeping Duties

1. Assisting Controller with accounts payable and receivable data entry.
2. Completing vendor & customer requests including credit checks, applications and payment inquiries.
3. Distributing and collecting expenses/credit card expenses and receipts.
4. Depositing cheques at the bank.
5. Placing calls to customers regarding overdue payments.

Administrative Duties

6. Answers and responds to phone calls, voicemail, and email correspondence to ensure optimum service.
7. Greets visitors and responds to their requests professionally and effectively.
8. Arranges and manages postal and courier accounts.
9. Develops and maintains an efficient, current file and record management system both for electronic and paper correspondence and documents. Purges old files as directed and places others in storage.
10. Maintains complete knowledge of and complies with company and departmental policies, procedures and standards.
11. Organizes and orders stationery and office supplies as needed. Addresses employee queries regarding office management issues (e.g. stationery, hardware and travel arrangements)
12. Coordinates with IT department on all office equipment to resolves any issues.
13. Acts as 'go to' person for all phone system inquiries and computer software licenses.
14. Schedules meetings and appointments within the office. Assists in managing agendas/travel arrangements/appointments etc. for upper management. Manages the shared calendar and boardroom bookings.
15. Contributes to team effort by accomplishing related results as needed.
16. Performs general errands as required.
17. Assist production and marketing teams when needed.
18. Support sales staff with data entry into CRM database.

General Duties

1. Demonstrates initiative - sees something that needs to be done and does it!
 2. Maintains client and company confidence by keeping information confidential and secure.
 3. Maintains a positive working relationship with team members and management in a team environment.
 4. Sets-up and organizes individual work area with designated supplies, forms and resource materials while maintaining cleanliness at all times
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Responsibility for Health and Safety

- For specific H&S responsibilities please refer to the Health & Safety Handbook.
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Responsibility for Decision Making

- Responsible for day-to-day job related decisions.
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Physical Effort

- Sitting, standing, and walking.
 - Frequent manual dexterity, speed and hand/eye co-ordination for work at a computer.
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Mental Effort

- Strong attention to detail at all times.
 - Uses computer and other office equipment daily (i.e. phone, photocopier, printer, etc.).
 - Uses active listening skills to respond to internal/external inquiries/requests.
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Working Conditions

- Works indoors in a climate-controlled office environment.
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A review of this job description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job related duties assigned by their supervisor.

I understand and acknowledge my duties and responsibilities as described in the following job description.

I understand that my job is not limited to the outlined duties and responsibilities.

Name (Please Print)

Date

Signature