

D^eLaney & Co., CPA

Agreement to fulfill the accountabilities of the job

Position Title: Office Administrator

Division/Department:

Location: Lancaster

Pay Rate: \$15.00-\$18.00 per hour

Type of position:

☒ Full-time

☐ Part-time

☐ Contractor

☐ Apprentice

☒ Work experience

Hours of work:

40+ / week

DeLaney & Co., CPAs serves individuals and small and mid-sized businesses with their accounting, payroll and tax needs. We're a growing company that values our work families and clients and we strive every day to improve and be better today than we were yesterday.

Do you love working with clients and ensuring they have an amazing experience? Do you have a natural smile and desire to help? Do you want to be in a position that makes a difference to both clients and co-workers? If so, you may be the right person to join our fantastic company on our journey to success! The right candidate will jump into every day with purpose and a relentless drive for improvement and growth. This is an important position as you often are the first person to greet our clients and will set the tone for their experience. This position will be involved not only in the overall administration of the office but will be very involved in all aspects of the company.

My duties and responsibilities in this position are:

1. Be the initial POC for client interactions by greeting clients with a smile, a "hello" & desire to help when they arrive, answering phone calls within two rings, emails within one day.
2. Manage all office functions including supply management & coordinating with vendors.
3. Coordinate open items and all follow-ups with clients.
4. Assist team with all aspects of the business including processing of client payroll, preparation of tax returns and processing of client bookkeeping & accounting.
5. Help identify office workflow processes & functions that can be made more efficient and work to implement those efficiencies.
6. Maintain SOP / procedures and ensure they are current and easy to find.
7. Manage facility improvements.
8. Communicate client service improvement and business growth opportunity ideas.
9. Assist with development and growth strategies of the business.
10. Manage the company's social media platforms.
11. Manage petty cash and deposits
12. Manage open A/R
13. Willingness to learn and improve professionally

The following experience is needed for this position:

1. 2 years of prior office administrative duties
2. Accounting software knowledge (recommended but not required)
3. Scheduling and time management
4. Customer service

Competencies

1. Strong, professional written and verbal communication skills
2. Computer literate
3. Ability to effectively interact with personnel at all organization levels
4. Analytical and detail oriented