



THE FURNITURE DOCTORS INC.

15267 N. Highway 41, Rathdrum, ID 83858

(208) 687-8800 ~ www.thefurnituredoctors.com ~ md@thefurnituredoctors.com

Job Posting for: **OFFICE MANAGER/FULL CHARGE BOOKKEEPER**

Job Summary: Office Manager duties include plan, direct, and coordinate records and information management, mail distribution and other office support services. Interact with customers via phone, email, and in person to provide information in response to inquiries about products and services. Bookkeeper duties include compute, classify, and record numerical data to keep financial records complete. Accounts receivable and accounts payable. Monthly payroll, including payment of payroll liabilities, quarterly reports, etc. and year end.

Office Manager Responsibilities (includes customer service duties):

- Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Assist in quality control process by going over each piece of furniture before the sales receipt is formulated to insure the job was completed to specifications.
- Oversee the disposal of unclaimed property.
- Place orders compiled by management, and research products to order as assigned by management.
- Perform general office duties such as filing, answering telephones, and handling routine correspondence.
- Confer with customers by telephone or in person to determine reasons for overdue payments and to review the terms of sales, service, or credit contracts.
- Provide customer service and confer with customers to determine furniture repairs, restoration, or upholstery, colors and/or finishes, and provide cost estimates at the shop.
- Schedule on-site estimates, pickups and deliveries
- Maintain office supplies.
- General understanding of finishing, upholstery, and repair costs to estimate incoming work.
- Work with the Shop Manager and Insurance Lead regarding moving damage inspections. This could include corresponding with the adjustor/moving company, preparing the report, and emailing the report and photos to the adjustor/moving company. This would also include invoicing for all services performed.

Bookkeeping Responsibilities:

- Creating sales receipts and invoices for services performed or for deposits collected.
- Accounts receivable, including collections.
- Accounts payable, including payment of sales use tax and sales tax liability
- Prepare and process monthly payroll, including paying payroll liabilities, quarterly reports, and year end.
- Process SIMPLE contributions, including monthly payment.
- Comply with federal, state, and company policies, procedures, and regulations, and keep bookkeeping software up to date.
- Monitor status of loans and accounts to ensure that payments are up to date.
- Prepare bank deposits.
- Reconcile petty cash.
- Reconcile bank and credit card statements and note and report discrepancies found in records.

Qualifications:

- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology. Experience with an ERP system preferred.
- General knowledge of furniture repair, upholstery, color and finish.
- Good people skills and ability to work with a variety of individuals including clients, co-workers and management, and the ability to motivate people.
- Help to understand basic customer complaints, dissatisfactions, or expectations, and solve basic customer misunderstanding when they occur.
- Able to lift, move and position furniture as needed, 50# +.

Education, Prior Experience and Certifications:

- Degree in business with an emphasis in accounting and business management.
- Quickbooks with a minimum of 2 years experience.
- Office management with a minimum of 2 years experience
- Expertise in Microsoft Office Suite, word processing, accounting, and customer relations.
- Experience with Google Suite
- Familiarity and prior experience with an ERP system.
- Required:
 - Understanding of business financial management skills.
 - Has reviewed and could implement concepts found in Entreladership by Dave Ramsey.
- Basic understanding of all The Furniture Doctors Level 1 certifications, although not necessary to have achieved them all.
- Work toward completing Customer Service Certifications for Level 1 and Level 2 within 2 years.

Wage and Work Environment:

Full time, up to 40 hours per week. Monday-Friday, during the hours 8am-5pm. Wage range: \$22-\$26 per hour, DOE.

Established business with “family values”. Hourly wage to increase as skills are mastered. No medical insurance provided. 90 day probation period with performance reviews at 30 days, 90 days, 6 months, and yearly thereafter. Paid holidays and paid vacation after one year of employment. Dental, Vision and Accident insurance after 1 year of employment.

To be considered for this position, apply in person at The Furniture Doctors, 15267 N. Highway 41, Rathdrum, ID. Please bring with you a hand-written cover letter, typed resume, and references. You will need to fill out a job application. Office hours are Monday-Friday 9am-5pm.