



Job Description

Job Title: Bookkeeper & Store Manager

Department: Administrative

Reports To: Finance Director

FLSA Status: Exempt

Prepared By: Executive Director

Approved By: Executive Director

Approved Date: April 2, 2024

POSITION OVERVIEW

This position is responsible for administrative functions & processes of the Wolf Ridge Finance Department & Retail Store. The person in this role executes attention to detail in critical business operations of Wolf Ridge while also managing all the business activities of the retail store. This position serves as Human Resources Liaison and Payroll Clerk, holding weekly responsibilities of a highly confidential manner that require dependability and accuracy.

ESSENTIAL DUTIES, RESPONSIBILITIES AND SKILLS

Finance

- Serves as Accounts Receivable Clerk, working under direction of the Finance Director. Works collaboratively with an Administrative Assistant who serves as Accounts Payable Clerk.
- Responsible for supporting the reconciliation & categorization of bank credit card & ACH transactions through the direction of the Finance Director.
- Responsible for remote deposits, store and other cash deposits; and petty cash accounts.
- Responsible for executing invoicing & collections processes in support of the Finance Director, to include managing & resolving collections issues.
- Serves as key user of Quickbooks software.

Human Resources

- Serves as Human Resource Liaison through direction of the Finance Director, to enroll new employees and assist with HR documentation, background screenings, benefits, and personnel records.
- Maintains Employee Policy Handbook under direction of the Finance Director
- Responsible for job postings and management of employee applications.
- Supports onboarding and offboarding of employees.
- Serves as Payroll Clerk, processing biweekly payroll for the organization through a 3rd party payroll provider. Works through the direction of the Finance Director.

Office

- This position is a user of the Wolf Ridge customer management system, Camp Brain, which is the database that supports administrative, employment applications, program, registration, and fundraising data & processes. Maintains data integrity through collaboration and direction of the Database Administrator.
- Serves as backup to a team of staff who ensure coverage office functions during normal business hours, this includes greeting customers and drop in visitors, answering phones, etc.

Retail Store

- Manages all retail store operations, both onsite and online, to include but not limited to:
 - ❖ Responsible for vendor management, product sourcing, pricing, & maintaining profit margins through the direction of the Finance Director.
 - ❖ Responsible for maintaining min/max inventory levels to ensure product availability during peak seasons.
 - ❖ Responsible for purchase order generation, receiving inventory, and timely invoice approval.
 - ❖ Manages the process and resources for timely and regular physical inventories and ensures necessary documentation is complete for auditing purposes.
 - ❖ Responsible for merchandising store products, onsite and online, to include marketing, displays,

promotions and sales events.

- ❖ Manages, trains, and schedules part-time store clerks
 - ❖ Accountable for ensuring the store is organized, stocked and clean.
 - ❖ Maintains the store POS system, and related hardware.
 - ❖ Responsible for online sales, including maintaining the store website, fulfillment, shipping product, and accounts receivable.
 - ❖ Works collaboratively with Program Coordinators to ensure store hours and staffing can accommodate campus visitors.
 - ❖ Provides support for tax administration and reporting relative to store sales
 - ❖ Responsible for maintaining and reconciling store petty cash, store deposits and timely reporting through the direction of the Finance Director.
- Other assigned duties as deemed necessary by the administration.

SUPERVISORY RESPONSIBILITIES

Supervises part time store clerks.

PERFORMANCE EXPECTATIONS

To perform this job successfully, an individual should demonstrate the following competencies and skills:

- Analytical Skills - Ability to research and analyze data from the operational database and produce reports. Ability to read and interpret documents such as operating and maintenance manuals.
- Problem Solving - Works well in individual or group problem solving situations and exhibits creativity when searching for problem solutions. Able to deal with frequent change, delays, or unexpected events; meets challenges with resourcefulness.
- Task Management - Prioritizes and plans work activities; completes projects on time and within approved budget; uses time efficiently and works diligently to accomplish duties while looking for ways to improve quality of work.
- Customer Service - Responds promptly to customer needs, inquiries and requests for assistance; solicits customer feedback to improve service. Demonstrates tolerance for diversity when dealing with customers; exhibits behavior appropriate to working with children and adults.
- Teamwork - Balances team and individual responsibilities; shares expertise with others; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.
- Professionalism - Treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments; comes to work on-time. Exhibits an overall positive, "can-do" attitude toward work. Promotes a trusting and friendly working atmosphere.
- Punctuality, Reliability, and Performance – Reliably responds to work needs and conditions, shows up for work on time, consistently meets or exceeds performance expectations and job demands.
- Organizational Support - Follows employee policies and procedures; attends staff meetings; supports organization's goals and values; develops and implements cost saving measures and conserves organizational resources; ensures work responsibilities are covered when absent; responds to management direction.
- Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process.
- Safety - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

EDUCATION AND EXPERIENCE

- Two-year degree in a related field or five years of related experience. Combination of experience and education must relate directly to position responsibilities.
- A minimum of two years' experience working with the public, customer service, and supervising others.
- Retail sales operations and inventory management is required.

OTHER QUALIFICATIONS

Language and Math Skills

Full professional proficiency in English. Excellent oral and written communication skills; ability to read and interpret documents and correspondence; ability to multitask in a variety of areas; ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute ratios and percentages and to interpret graphs.

Computer and Office Skills

Proficiency with computers and software are required, particularly a high degree of comfort and skill with Microsoft Office and Google Workspace as well as online and cloud-based programs and tools. Proficiency with internet use, spreadsheets, word processing, and database manipulation. Comfort and familiarity with all typical office equipment including printers, copiers, fax machines, and multi-line phones. Required previous experience with business operating, inventory management and point of sale systems. Preference for previous experience with Quickbooks software.

Certificates, Licenses, Registrations, Screenings

Required: Valid Driver's License and reliable transportation. Satisfactory background screening.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Employee must be able to do repetitive typing on a computer and other repetitive tasks associated with office work and equipment and phone use. The employee is regularly required to use hands and fingers and reach with hands and arms repetitively in all directions.

Employee must be able to regularly and repetitively lift and/or move up to 25 pounds and frequently lift and/or move up to 40 pounds. Sliding boxes of 40-60 pounds across the floor. Climbing a 6' ladder is required.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate. Primary workspace is at a desk in an open office space. Distractions are common. Work occurs regularly in the presence of groups of children and adults in a fast-paced retail store sales station.