

Burgess Technology Services Job Description

JOB TITLE: Office Manager

JOB DUTIES AND RESPONSIBILITIES:

1. Handle incoming Phone Calls: Answer phones and transfer calls to the appropriate employees; communicate clearly and effectively with customers, and provide information as appropriate. For customers requesting service, gather as much information as possible, and create tickets as necessary. For customers that call with questions about work being done, check ticket for information and provide to customers.
2. Greet and assist customers and other visitors that come into the lobby. Handle questions about the business or offer brochures with business information. Receive equipment dropped off for service, collect information, and create tickets.
3. Take ownership of problems and follow through to resolution.
4. Maintain a pleasant appearance of the reception area/lobby. Make sure flyer holders are replenished as needed.
5. Accept and sign for packages and distribute mail.
6. Carry out billing, collection and reporting activities according to specified deadlines and timeframes.
7. Receive and verify invoices, including matching invoices to packing slips, PO's and other ordering information. Contact vendors to correct errors, and resolve invoice discrepancies. Enter invoice information into QuickBooks for payment.
8. Review credit card charges, verify statements, and record in QuickBooks.
9. Process accounts payable checks; monitor accounts to ensure payments are up to date.
10. Prepare, issue, and mail/email invoices.
11. Maintain and update records of fiscal transactions. Post payments, discounts, refunds received, and adjustments to appropriate account timely and accurately.
12. Process, transmit and run credit card transactions for customer sales and refunds.
13. Prepare bank deposits.
14. Contact customers regarding overdue accounts and determine reasons for non-payment.
15. Perform monthly audits for our Cloud Services as assigned.
16. Create and send weekly and monthly reports to customers as assigned.
17. Handle domain and firewall support expiration tracking, communication with customers, and renewals.
18. Maintain thorough, well organized accounts receivable customer files and information in both electronic and paper format, as appropriate.
19. Maintain and update data for customers, contracts, payments, invoices, purchase orders, vendors, accounts payable and receivable, and correspondence.
20. Act courteously and professionally. Apply discretion appropriately.
21. Dress professionally and appropriately for a business environment.
22. Exhibit strong interpersonal skills, and operate effectively under pressure.



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23. Use Autotask and QuickBooks proficiently and utilize its functionality appropriately.
24. Project a positive company image when dealing with any customer.
25. Other duties as assigned.

QUALIFICATIONS/EXPERIENCE:

1. Experienced user of Quickbooks.
2. Proficient in Microsoft Office & Outlook.
3. Ability to deal courteously with customers.
4. Excellent communication skills and customer services skills.
5. Must be organized, prioritize effectively, and multi-task.
6. Must exhibit attention to fine detail and accuracy.

OTHER REQUIREMENTS:

1. Must be able to pass a background check required by Burgess Technology Services and any subsequent customer background checks that may be required.

Revision Date: 2/10/20