

## Senior Bookkeeper

### Company Profile

Accounting for Good (AFG) has a mission to bring financial intelligence to non-profit organisations. We believe good financial decisions come from good financial information delivered through management performance reports which are meaningful, accurate and timely. These three characteristics not only drive why we do what we do, but also how we work with our clients and what we think is important. Our team works hard to ensure non-profit Boards and managers get information which is understandable and meaningful, that the bookkeeping and accounting is professionally done to ensure accuracy, and that the information is provided in a timeframe which enables 'in time' decisions.

AFG has been providing financial management services to non-profits since 1997, previously as Matrix on Board Pty Ltd. We support our clients with financial management expertise so they can focus on delivering their organisation's mission. Our team works with small, medium and large organisations, supporting them to operate, report and plan effectively, we see ourselves as partners with our clients and take pride in providing high quality financial information to assist decision-making.

Accounting for Good is a Xero Advisor Certified Practice and our team includes Chartered Accountants, Certified Practising Accountants and Xero Certified accountants and bookkeepers ensuring that accounting and reporting are of the highest standard.

We value: **enthusiasm** for what we do and the work of our clients; respect and honesty in our **relationships**; a desire to **innovate** and continuously improve; and **reliability**, our work is accurate and on time.

### Position Summary

Senior Bookkeeper is responsible for preparing accurate, timely and error-free client accounts in collaboration with team of bookkeepers and in line with work schedules. Regular tasks will include processing and/or reviewing weekly/fortnightly payroll, accounts payable/receivable and bank reconciliation.

As Customer Specialist this position will focus on quality communication both within the AFG team and with clients to meet deadlines and achieve high customer satisfaction. The regular tasks will be following up with the clients ensuring that all information is available for seamless processing and onboarding new clients, learning, documenting their processes and bringing them on to AFG processes.

The Senior Bookkeeper ensures that:

- High quality bookkeeping practices are in place
- Responses to client queries are timely, accurate and thoughtful
- Client bookkeeping deadlines are achieved and the accounts are finalised for financial reporting by the due date
- Finance processes are efficient and controls are in place
- Feedback and training provided to the bookkeeping team
- Work is error free.

Customer satisfaction, timely delivery and profitability are key performance indicators.

**POSITION: Senior Bookkeeper**

This is a full-time position, located in Sydney.

**Reports to: Practice Manager**

This position works in collaboration with the AFG accounting team and Account Managers. This position has no direct reports.

<p><b>Key Result Areas</b></p>	<p>Working in collaboration with AFG’s accounting team, the Senior Bookkeeper is responsible for:</p> <ul style="list-style-type: none"> <li>• Timely processing of client accounts, including payroll, AR/AP, bank reconciliation and compliance</li> <li>• Implementing solutions to meet client needs and expectations</li> <li>• Attending to client queries and communicating timely solutions</li> <li>• Collaboration with the accounting team and Practice Manager to deliver quality services to clients</li> <li>• Ensuring security and integrity of client accounting data</li> </ul>
<p><b>Key Performance Indicators</b></p>	<ul style="list-style-type: none"> <li>• Client accounts are processed in a timely manner and free of errors</li> <li>• Responsiveness - Freshdesk tickets are closed on time</li> <li>• Deadlines are met - Jetpack jobs are completed on time</li> <li>• Client retention of 95% or better</li> <li>• No client exits due to dissatisfaction</li> <li>• Client information is properly captured and stored</li> </ul>
<p><b>Bookkeeping</b></p>	<p><b>Accounts Payable</b></p> <ul style="list-style-type: none"> <li>• Process and/or review accounts payable for AFG clients</li> <li>• Continuously train team of bookkeepers to improve quality of work and reduce number of errors</li> <li>• Review batch payments for accuracy, upload payments to the bank</li> <li>• Advise clients when files are ready for authorisation in the bank</li> <li>• Review general ledger and cost centre coding of invoices to ensure accuracy</li> <li>• Follow up outstanding payables</li> </ul> <p><b>Accounts Receivable</b></p> <ul style="list-style-type: none"> <li>• Review and update general ledger coding of invoices</li> <li>• Follow up outstanding receivables</li> </ul>
<p><b>Payroll</b></p>	<ul style="list-style-type: none"> <li>• Process and/or review payroll accurately and on time for AFG clients</li> <li>• Advise clients when files are ready for authorisation in the bank</li> <li>• Review and lodge PAYG Payment summaries to the ATO</li> <li>• Review accuracy of salary sacrifice payments to third parties on behalf of staff and compliance with the client’s policy and legislative requirements</li> </ul>
<p><b>Bank Reconciliation and ReceiptBank</b></p>	<ul style="list-style-type: none"> <li>• Review and/or perform bank reconciliation against bank-issued statements regularly</li> <li>• Follow up with the clients for outstanding supporting documents</li> <li>• Monitor ReceiptBank processing for AFG clients</li> <li>• Work with clients to ensure timely provision of information via ReceiptBank</li> </ul>

<b>Month End</b>	<ul style="list-style-type: none"> <li>● Process outstanding journals</li> <li>● Process end of month adjustments</li> <li>● Reconcile all balance sheet and income accounts</li> <li>● Run initial reports to budget and check for unexplained variances</li> <li>● Reconcile customers' internal systems/databases</li> <li>● Prepare Xero Workpapers</li> <li>● Other ad hoc problem solving</li> <li>● Other duties as required</li> </ul>
<b>Monthly Quarterly Annual tasks</b>	<ul style="list-style-type: none"> <li>● Prepare review and lodge BAS/IAS and FBT returns by due date</li> <li>● Review and pay superannuation liabilities by the due date</li> <li>● Assist in preparation of client's budget</li> <li>● Assist with preparation of draft Grant Funding Acquittals as required</li> <li>● Assist with year end reconciliation and audit</li> <li>● Maintain and update Asset Register including depreciation and reconcile to general ledger</li> </ul>
<b>Support Bookkeepers</b>	<ul style="list-style-type: none"> <li>● Prepare detailed procedures for all AFG clients</li> <li>● Learn and document client processes during onboarding</li> <li>● Train bookkeepers to work with AFG clients in error-free way</li> <li>● Provide regular feedback to bookkeepers on quality of work to ensure continuous improvement</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>● Thoughtful and knowledgeable interactions with clients: handle, resolve or reassign enquiries</li> <li>● Attend to Freshdesk tickets, resolve or re-allocate to the right team member to address the issue</li> <li>● Work closely with the AFG Account Manager and Practice Manager to ensure positive relationships are maintained with clients</li> <li>● Train and support clients to submit information in a proper/timely way</li> </ul>
<b>Software</b>	<ul style="list-style-type: none"> <li>● Xero/Xero Workpapers/XeroTax</li> <li>● Spotlight Reporting</li> <li>● Google Suite</li> <li>● Freshdesk</li> <li>● Jetpack</li> <li>● ReceiptBank</li> <li>● Slack</li> </ul>

<p><b>Skills and Experience Required (selection criteria)</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>● Certificate IV or higher qualification in Bookkeeping</li> <li>● Experience with hands on bookkeeping/accounting, including BAS, FBT and other taxation reporting</li> <li>● Demonstrated experience with Xero accounting software</li> <li>● High level numeracy and reconciliation skills, with demonstrated attention to detail and accuracy with figures</li> <li>● Demonstrated ability to use initiative, prioritise work and meet deadlines</li> <li>● Strong communication and interpersonal skills</li> <li>● Intermediate Excel / Google Sheets skills</li> <li>● Xero certification</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>● Tertiary qualified in an accounting discipline</li> <li>● Proficiency with other accounting and reporting software</li> <li>● Experience in an accounting practice environment</li> <li>● Experience in the non-profit sector</li> <li>● Knowledge of software programs listed above</li> <li>● BAS Agent registration</li> <li>● Cross-cultural awareness</li> </ul>
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Updated: January 2019