

Project Coordinator & Receptionist

Williams-Keepers LLC, Central Missouri's largest public accounting firm, seeks a Project Coordinator & Receptionist for its Jefferson City office.

In addition to providing an exemplary experience for clients who visit and call the Jefferson City office, the Project Coordinator and Receptionist will perform various administrative duties, including general clerical duties and serving as a member of the firm's tax processing team. The Project Coordinator and Receptionist must successfully manage multiple projects in a fast-paced professional office environment. Attention to detail and the ability to handle confidential and time-sensitive client information is required.

This is a full-time, hourly position, with extended hours, including Saturdays, during the months of January through April.

Requirements for this position include a minimum of a high school diploma or GED and three years of experience in a professional office setting. Proficiency with Microsoft Office, including Word, Excel and Outlook, is required. Work is performed under supervision and responsibilities may increase with demonstrated skill. A detailed job description is available at www.williamskeepers.com/careers_jobs.html.

The final candidate will undergo a drug screening, background check and credit check prior to employment. Please send a cover letter and resume to resumes@williamskeepers.com no later than 5 p.m. on Monday, August 9. No phone calls, please.

Job Description

Project Coordinator & Receptionist Williams-Keepers LLC

Definition: The Project Coordinator & Receptionist is responsible for the execution of various administrative duties, including general clerical duties, serving as a member of the firm's tax processing team, greeting clients and other visitors to the Williams-Keepers LLC (WK) office, answering and routing phone calls, sending and receiving client information, and performing general clerical duties. Attention to detail and the ability to handle confidential and time-sensitive client information is required.

This is a full-time, hourly position, with time-and-one-half paid for overtime hours. The working hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, with extended hours, including Saturday work, during the months of January through April. Work is performed under supervision and in a team-oriented environment.

Reports to: Director of Business Development and Recruiting

Job Duties

Duties you will be expected to perform include the following tasks.

Work as a member of the firm's tax processing team

- Scan tax documents and other sensitive client information into electronic document management software
- Contact clients when tax returns are complete
- Ensure all appropriate forms are completed when clients pick up returns
- Track return log-out procedures

Provide administrative assistance to WK partners and associates

- Provide general clerical support, including scanning, copying, faxing, etc.
- Receive and sort incoming mail
- Assist with completion of daily bank deposit

- Serve as firm liaison to delivery services and other designated vendors
- Coordinate daily errand schedule
- Coordinate continuing professional education (CPE) registrations and travel arrangements for partners and associates
- Coordinate conference room schedules and ensure rooms are stocked and tidy
- Coordinate weekly lunch orders January through May, and as needed the rest of the year
- Call for facilities maintenance service as needed
- Serve as back-up to other administrative and support staff

Receiving clients and other visitors

- Greet visitors and ensure they are directed to appropriate staff members
- Offer and provide beverages to guests
- Ensure lobby area is comfortable and tidy

Receiving and routing phone calls

- Greet callers and route to appropriate staff members
- Receive and route messages to appropriate staff members
- Provide information such as company addresses, directions, hours, fax numbers, Web site and other related information

Handling client information

- Receive tax documents and other sensitive, confidential information and direct to appropriate staff members
- Package tax returns and other client deliverables and contact clients to arrange pick-up or delivery
- Manage inventory of completed tax returns and other deliverables and work with other staff members to ensure deadlines are met
- Manage e-file forms, enter client information in database, and scan information into electronic document management software

The Project Coordinator & Receptionist might be asked to perform duties not listed in this job description. As client service needs change, adjustments can be made by management.

Performance Expectations

- Adhere to all firm policies and procedures, as outlined in WK's Associate Handbook
- Maintain strict confidentiality of all client and business transactions
- Be pleasant, courteous and helpful with staff and clients
- Be efficient and organized when carrying out tasks
- Maintain a neat and organized work environment for maximum efficiency and productivity
- Effectively manage numerous tasks and projects
- Exhibit effective written and verbal communication and listening skills
- Demonstrate a professional attitude and foster an environment of teamwork
- Develop positive working relationships with all co-workers and clients

Education Requirements

A minimum of a high school diploma or GED and three years of experience in a professional office setting is required. Proficiency with Microsoft Office, including Word, Excel and Outlook, is required.

Other Considerations

The final candidate will undergo a drug screening, background check and credit check prior to employment.

Working Conditions

Minimal safety hazards, general office conditions.