

# Job Description - SUMMARY

**Job Title:       MANAGER**

## **WHAT IS EXPECTED OF THE MANAGER POSITION**

- Follow company procedures and systems. Maintain independence as to our relationship with our clients and discuss any of these issues or questions with the owner of the firm.
- Supervise and assist the bookkeeper with your monthly clients.
- Review monthly financial statements for your section before giving them to the owner for final review.
- Dress and act professionally, especially when dealing with the public.
- Maintain a neat, clean and organized office space.
- Arrive on time to the office and to client appointments.
- Handle new-client installations and back-work.
- Provide your clients with the proper consulting and tax planning as their needs dictate.
- Manage tax preparations for the businesses and personals in your section as well as for any year-end only clients that are assigned to you.
- Maintain organized income tax files.
- ASK FOR REFERRALS – Practice growth comes from the client’s willingness to give us referrals, but we need to ask for them! You need to replace any “drops” in your section with the referrals you have brought in.
- Give prompt attention to any additional projects/taxes delegated to you.
- Provide computer support to clients when needed.
- Offer training to client employees when needed.
- Take a leading role in expanding additional firm services to our clients.
- Help make the office a smooth-running and positive place to work.

# Job Description - DETAILED

**Job Title: MANAGER**

## WHAT IS EXPECTED OF THE MANAGER POSITION

A. To be **COMPLETELY** responsible for all accounting matters in a section of 80 – 100+ clients in a dedicated and professional manner as if you were the owner of the accounting firm. Remember, managing your section is like managing an accounting firm within an accounting firm.

### 1. Bookkeepers

- a. Monitor production and payroll processing.
- b. Answer all technical processing/accounting questions.
- c. Review monthly client reporting to verify if client is reporting properly and timely.
- d. Monitor the Monthly Flow Sheet throughout the month.
- e. Monitor production percentages throughout the month to ensure that they are equal to or greater than what is required, and take action if they are not.
- f. Monitor the bookkeeper's time report for clients completed throughout the month to verify if his or her times are improving, and take action if they are not.
- g. Review the bookkeeper salary/incentive monthly report.
- h. Hold weekly work status/production meetings to review work completed and discuss any other issues.
- i. Review on a weekly basis the status of clients whose information is incomplete. Is action required?
- j. Hire, train and supervise bookkeepers.

### 2. Current Clients

- a. Maintain meaningful monthly client contact and document it on the Client Contact Sheet.
- b. Review monthly financial statements within ONE business day of the bookkeeper's completion.
- c. Monitor profitability MONTHLY for clients based on time and transactions.
- d. Discuss fee adjustments with the owner as necessary.
- e. Handle and resolve tax, accounting and other questions from clients.
- f. Visit clients' premises at least once per year.
- g. Prepare fee increase worksheets at the end of May to the beginning of June for annual fee review.
- h. Return client phone calls timely and courteously before you leave for the day.

### 3. New Clients Assigned to You

- a. Attend and administer Initial Strategy Sessions.
- b. Set up clients.

- c. Process new clients for approximately two months before passing the accounts to the bookkeeper.
- d. Review accounts completely with the bookkeeper before passing them off.
- e. Complete and process back-work.
- f. Ensure clients are reporting on-time and properly before transferring accounts to bookkeeper.
- g. Complete all items on the Installation Checklist and Post Installation Checklist.
- h. Handle federal, state and local registrations for clients.
- i. Coordinate incorporating clients if applicable.

4. Client Drops/Referrals

- a. You are responsible for replacing client drops in your section with new referrals. You must ASK for referrals. The firm's growth comes from the client's willingness to give us referrals, but we need to ask for them!

B. To be **COMPLETELY** responsible for all TAX matters in a section of 80 – 100+ clients in a dedicated and professional manner as if you were the owner of the accounting firm. Remember, managing your section is like managing an accounting firm within an accounting firm.

1. Prepare tax returns, both business and personal, for clients.
2. Maintain a control log of production details.
3. Maintain a log of time spent vs. fees collected.
4. Distribute business questionnaires prior to the year-ends.
5. Distribute personal organizers on January 15.
6. Process the 13<sup>th</sup> month for each client.
7. Assign and coordinate with tax preparers if applicable.
8. Make contact in November and December (either through meetings or telephone conferences) with ALL clients to finalize any tax planning. This ensures that clients do not have any surprises and/or penalties. If they are surprised at the end of the year by large tax bills, the chances of losing their business are greatly increased. (*See THE MANAGER'S MANUAL of The Blueprint for Success Series for a complete description of tax planning.*)
  - a. Review EACH month:
    1. If the client is taking a reasonable salary
    2. Net income of the company vs. distributions taken
    3. Discussions throughout the year to make the final tax planning easy
  - b. Maintain and control quarterly tax estimates throughout the year for business and personal tax returns.

9. Review and distribute final returns to clients.
10. Handle client tax questions.
11. Handle any correspondence from taxing authorities.

#### C. Other duties

1. Attend weekly meetings with the owner to review production, new client status, profitability on accounts, client problems, staff problems, etc.
2. Attend and run a weekly general staff meeting with the bookkeepers to review items listed above.
3. Manage software updates and conversions.
4. Act as a liaison with accounting, tax and production software vendors.
5. Act as a liaison with company IT consultants.
6. Attend yearly corporate and individual tax seminars.
7. Review the contents of the business and individual Quickfinder manual or other tax manual on an annual basis.

#### D. To manage special projects as assigned

1. Install, train and support any accountant-provided software for clients.
2. Handle cash flow projections.
3. Manage loan applications.
4. Prepare corporate tax returns for year-end only clients as assigned.
5. Prepare individual tax returns for non-monthly clients as assigned.

#### E. In office

1. Dress and act professionally. The bookkeepers look up to you and will emulate your behavior. If you dress sloppy, so will they; if you don't act professionally toward each other and clients, neither will they. You set the example!
2. Maintain a neat, clean and organized office space.
3. Leave your desk clean and organized at the end of the day with no client records/files left open.
4. Arrive on time to the office and to client appointments.

5. Help make the office a smooth-running and positive place to work.
6. Think of ways to improve office efficiency.
7. Create a positive and fun office environment.
8. Participate in ALL extracurricular activities, such as birthday or holiday parties, either during or after office hours.
9. Remember to ask questions that begin with “What and How,” contain “I” and focus on an “Action.”

F. Any other duties as assigned by the owner

**MAINTAIN A POSITIVE ATTITUDE: THE CLIENT IS THE MOST IMPORTANT PERSON IN OUR BUSINESS.**