



CIVICORPS JOB DESCRIPTION

POSITION TITLE: Accounting & Customer Service Supervisor

DEPARTMENT: Finance / Recycling

REPORTS TO: Accounting Manager

DIRECT REPORTS: None

COMPENSATION: \$28.50 - \$31.00 (Based on Experience)

Located in West Oakland, Civicorps is a dynamic non-profit that includes two social enterprises. Civicorps' mission is to re-engage young adults, ages 18-26, to earn a high school diploma, gain job skills, pursue college, and embark on family sustaining careers.

Youth at Civicorps have the ambition, talent, and perseverance to succeed; what they deserve is personalized mentoring and support as they develop a plan to achieve their goals. Our participants have experienced failures of multiple systems – the traditional school system, the justice system, and the child welfare system. Against a larger Bay Area backdrop of accelerating income inequality, neighborhood displacement, and food and housing insecurity, Civicorps' programs and support services are more vital than ever.

Through our unique mix of personalized academics, paid job training, trauma-informed support services, and pathways to college and careers, Civicorps helps youth overcome barriers, cultivate their talents, and unleash their potential.

You can learn more about our work by visiting our website: <https://www.cvcorps.org/>

POSITION SUMMARY

Reporting to our Accounting Manager, the Accounting and Customer Service Supervisor works as part of the Finance and Administration team with the majority of their responsibility in the following areas: recycling customer service and billing, accounts payable, and cash receipts.



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ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Customer Service and Accounts Receivable for Recycling Operations:**
 - Provides frontline customer service by being responsible for the recycling customer service phone and e-mail service
 - Facilitates customer service requests and follow-up with recycling operations department
 - Uses judgment in dealing with client requests and issues
 - Works with CFO/COO on determining strategies on bad debt collection
 - Maintain Customer Database
 - Call and/or mail correspondence to customers as necessary in order to update accounts
 - Prepare and mails invoices
 - Properly apply payments against customer accounts
 - Prepares entire deposit for company on all monies received

- **Full Cycle Accounts Payable Responsibilities:**
 - Prepare voucher packages for payment assuring appropriate approval
 - Appropriately code expenses using general ledger account numbers
 - Prepares accounts payable checks after proper authorization
 - Prints accounts payable reports and maintains accounts payable files
 - Research and process vendor claims of invoice payment and bad checks
 - Prepares check run for approval
 - Cuts and mails checks to vendors

- **Other:**
 - Assist with Monthly Closings by performing bank reconciliations and certain journal entries, etc.
 - Assist with audit preparation and compliance
 - Support finance team members on special projects or short-term requests

QUALIFICATIONS

- Bachelor's degree (B.A. or B.S.) from four-year College or university; or a minimum of two years related experience and/or training; or equivalent combination of education and experience
- General understanding of GAAP
- Outstanding attention to detail and organizational skills
- Strong communication skills
- Ability to work well independently
- Proficient in the Office Suite of software



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ADDITIONAL PREFERRED QUALIFICATIONS

- Customer Service experience
- Bilingual (especially in Spanish or Mandarin)
- Experience working at a non-profit organization
- Experience with MIP Accounting Software
- Advanced in Excel

EMPLOYEE BENEFITS

Civicorps has a culture of caring for each other, personally and professionally. We enjoy a working environment that includes on-going staff activities, numerous health and wellness programs, employee recognition programs, and much more.

Civicorps offers a competitive employee benefits package including:

- Health Plan Options, including mental health care
- Dental and Vision
- Employer Paid Long Term Disability
- Life, Accidental Death/Dismemberment Insurance
- Health and Wellness Activities
- Paid Time Off, with additional paid winter leave
- 403(b) retirement plan with generous company match
- Flexible Spending Account for Health/Child Care
- Professional Development

NOTICE: The statements herein are intended to give a broad description of this job function and should not be construed as an exhaustive list of all responsibilities, duties and skills required. Other duties and/or projects may be assigned as needed.

Civicorps is an equal opportunity employer. We do not discriminate based on race, color, creed, gender, religion, sexual orientation, marital status, gender identity and expression, domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition, veteran status, or any other unlawful consideration.

HOW TO APPLY

HIRING PROCESS: Please provide a cover letter, resume or CV to civicorps.schools@cvcorps.org. Application materials that do not reference this specific position will not be considered. **No Phone Calls Please.**

To apply, please submit a cover letter and resume addressing your qualifications and interest in this position with the subject line “[your first and last name]: Accounting and Customer Service Supervisor.”



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We are eager to fill this key position. Applications will be reviewed on a rolling basis, with the goal of having this position filled as soon as possible.

Qualified applicants will be invited to an initial brief screening interview via phone or video. Selected candidates will then be invited to an in-person interview.

A final offer of employment will be contingent upon reference checks, ability to pass state and federal background checks, and the ability to be placed on company vehicle insurance plan. As a re-entry program, we encourage and will consider for employment qualified applicants with arrest and conviction records.

We appreciate your time and interest in contributing your talents to the Civicorps' mission! We wish we could respond personally to all applicants, but only those chosen to interview will be contacted.

For More Information:

Visit the Civicorps website: <https://www.cvcorps.org/join-us/job-opportunities/>