



Accounting Clerk – Job Description

Title

Accounting Clerk

Reports To

Arja Viik

Summary

The Accounting Clerk will be responsible for the performance of a variety of duties. Primary responsibilities will include, coding, totaling, batching, entering, verifying and reconciling accounts payable transactions, running day end procedures, posting the day's receipts, filing and tallying deposits, cheques, invoices, cheque requisitions, and bank statements. Other responsibilities will include the compilation of budget data and documents based on estimated revenues, expenses and previous budgets, and the performance of related clerical duties, such as word processing, maintaining filing and record systems, faxing and photocopying.

Core Competencies

- Customer Focus
- Quality Orientation
- Communication
- Problem Solving
- Energy & Stress
- Accountability and Dependability
- Team Work
- Operating Equipment
- Ethics and Integrity

Job Duties

- Checks other people's work to make sure that their final figures are correct, noting errors and the causes of any miscalculations.
- Utilizes computer systems to maintain databases and pay bills.
- Calculates, prepares and issues documents related to accounts such as bills, invoices, inventory reports, account statements and other financial statements
- Code, total, batch, enter, verify and reconcile transactions such as accounts payable, purchase orders, cheques, invoices, cheque requisitions, and bank statements
- Compiles budget data and documents based on estimated revenues and expenses and previous budgets
- Prepares period or cost statements or reports
- Calculates costs of materials, overhead and other expenses based on estimates, quotations, and price lists



- Responds to customer inquiries, maintains good customer relations and solves problems
- Performs related clerical duties, such as word processing, maintaining filing and record systems, faxing and photocopying.
- Stay current with all regulations, practices, tax laws, reporting requirements and industry trends
- Performs other duties as required.

Requirements

- University Degree /College Diploma in Accounting required
- Minimum 3 years working experience in accounting required
- Knowledge of accepted accounting rules, practices, tax laws, and reporting requirements
- Effective communication skills with individuals at all levels of the organization
- Computer literate, including effective working skills of MS Word, Excel and e-mail
- Ability to adapt to and learn new software
- Able to work efficiently as a part of a team as well as independently
- High level of critical and logical thinking, analysis, and/or reasoning to identify underlying principles, reasons, or facts
- Able to work well under pressure and meet set deadlines
- Good organizational, time management and prioritizing skills
- Ability to interpret and implement company policies and procedures
- Attention to detail in all areas of work
- High level of personal integrity
- Strong work ethic
- Self starter
- Confident, consistent, decisive personality

Work Conditions

- Ability to attend and conduct presentations
- Manual dexterity required to use desktop computer and peripherals
- Overtime as required
- Lifting or moving up to 10lbs may be required

Employment Statement

Lowerys is committed to the principle of equity in employment. We welcome diversity and encourage applications from all qualified women and men, including persons with disabilities, members of visible minorities and Aboriginal People.



1. Customer Focus

Definition: Ensures and maintains customer satisfaction with the product and services offered by the organization.

Key Actions

- Customer driven - is interested in the customer, greets them with a smile, makes eye contact, adapts pace and tone, is timely, observes customer to decide approach to use.
- Determines customer needs - asks open ended and probing questions, listens, allow customer to express themselves, confirms understanding, and uses positive body language.
- Presents solutions and any additional items or promotions of interest - shows possible solutions to customer's need, shows the added value of any up and cross selling opportunities.
- Overcomes or reduces objections - does not take no personally, clarifies objection and confirms understanding, maintains a positive tone and body language and suggests new solution.
- Confirms satisfaction and exceed expectations - asks questions to ensure satisfaction level, gets customer's commitment to reduce returns or cancellations, thanks the customer.
- Uses H.E.A.T. method for dissatisfied customers: Hears customer out - understands what they are upset about in order to accurately solve the issue; Empathizes - does not need to agree with customer but is able to understand their feelings of frustration; Apologizes - is sincere in their apology; Takes action - once the issue is clear, takes responsibility and finds a solution by taking action.

3. Energy & Stress

Definition: Consistently demonstrates high level of drive, infectious to the surrounding environment, and preserves effectiveness, drive and focus for extended periods of time, while maintaining composure in highly stressful or adverse situations.

Key Actions

- Maintains effectiveness - ability to have remained accurate even after long hours on the job.
- Maintains stamina - continues to hold a high energy attitude even after long hours on the job.
- Keeps up motivation – sparks energy in the surrounding environment, maintaining a positive outlook.
- Completes high volumes of work - keeping a rapid pace without sacrificing accuracy.
- Handles high workloads, competing demands, vague assignments, interruptions, and distractions with poise and ease.
- Remains steady or thrives under pressure, using pressure to

2. Communication

Definition: Clearly conveys information to a variety of audiences using the tools necessary, engaging the audience to ensure the message is delivered and understood, creating a positive first impression with confidence and respect.

Key Actions

- Categorizes communication - separates information by importance, message, audience, priority and logic.
- Listens - understands and learns from what others say.
- Reading and comprehension - grasps the meaning of written information and applies it.
- Speaking - uses language that matches the message and the audience involved.
- Writing - conveys ideas and facts in writing using appropriate language the reader will understand.
- Is memorable -allows their personality to make an impression, says their name, is funny and personable.
- Maintains audience attention -engages the audience by using relevant information and varied tools such as voice inflection, body language, charts and analogies.
- Is receptive - adjusts solutions to the audience while **keeping in mind audience's sensitivity ("suggest blowing out the dust")**.
- Verifies understanding - makes certain that the message is understood by asking for paraphrasing and examples.
- Uses positive feedback - ensures that feedback is received constantly to set expectations and create friendly team competition.
- Speaks confidently - knows the product, service and company in order to speak with confidence.
- Boosts self esteem - is able to motivate consistently with specific feedback.

4. Team Work

Definition: Promotes cooperation and commitment with the team towards the attainment of common goals. Gets others excited **about and committed to furthering the organization's objectives**. Enables cooperative and productive group interactions.

Key Actions

- Models commitment - leads by example and sets standards for professional behaviour.
- **Knows and supports teammates' work and deliverables** - Helps teammates who need or ask for support or assistance.
- Work as a team - ensures joint ownership of goal setting, commitments, and accomplishments. Involves everyone on the team.
- Establishes a team-like mentality, through sharing information or expertise, working together to solve problems, and putting team success first. Encouraging team unity through sharing of information and expertise.



- fuel productivity and efficiency.
- Stays calm and maintains focus in turbulent, threatening, or emergency situations. Makes rational decisions and continues to perform effectively.
- Provides direction in crisis situations - defuses potentially violent people or situations, calming others and removing them from harm.

- Assists with goal attainment - ensure that you are the catalyst for planning the goals.
- Does not take no personally - understand that a team mentality is not fool proof and sometimes the pieces will not match - highlights the positives to move along.
- Inspires - is able to inspire and motivate others to voluntarily follow direction, pursue and achieve goals, and adopt new positions and opinions.
- Addresses issues openly - sets standards for professional behaviour and helps those in need of assistance regardless of position.
- Joint ownership of goals - commitments and accomplishments involve everyone on the team.
- Prepares for group meetings by identifying the key issues, goals, and stakeholder expectations. Identifies resources that are most likely to help the group with its task. Clarifies the agenda and objectives, and allocates time for topics.
- Leads the group in its initial stages, outlining issues, communicating direction and desired outcomes, and helping participants understand their tasks, roles, and contributions to the process.
- Engages all members in the discussion. Builds on the ideas of contributors, while ensuring other members are not overwhelmed or discouraged from giving input.
- Sees when the group is off-track and redirects the conversation toward productive channels.
- Guides the discussion of complex or divisive issues to help members develop insights and remain engaged with the task. Judges when issues cannot be resolved in the group, and re-focuses the dialogue on the essential goals.
- Allows ownership of the process by group members. Highlights group successes, and builds a sense of shared accomplishment. Reinforces success by becoming an advocate for the group's decisions.

5. Quality Orientation

Definition: Completes tasks keeping in mind all aspects involved regardless of magnitude, checks tasks and processes while having attention to details.

Key Actions

- Follows policies and procedures -able to follow set policies and procedures completely when tasking.
- Certifies high quality output - ensure that there is a consistent quality to the product or service delivered.
- Honours commitments - makes commitments attainable and realistic to ensure they are seen through.
- Has product knowledge -has knowledge of the product/service and continues to acquire knowledge to stay in the forefront of changes.
- Performs tasks with care - careful and zealous attention to the completion of required tasks.
- Sparks action - is able to consistently be a catalyst of action, can motivate a team or individual to make a change.

6. Problem Solving

Definition: Resolves difficult and complicated challenges.

Key Actions

- Frames problems before trying to solve them - breaks down issues, identifies all of their facets, including hidden or tricky aspects.
- Shows insight about the cause of problems - generates a range of solutions and courses of action with benefits, costs and risks associated with each.
- Uses all sources available - considers all the resources available to pursue a solution, including asking for help, **seeking advice and using others' good ideas.**
- Evaluates solutions - is able to select the best solution from all those available: considering consequences, looking beyond the obvious, and evaluating them after implementation to determine worth and impact.
- Addresses issues openly - sets standards for professional behaviour and helps those in need of assistance regardless of position.



7. Accountability and Dependability

Definition: takes personal responsibility for the quality and timeliness of work and achieves results with no oversight, including following guidelines, standards regulations and principles.

Key Actions

- Attendance - maintains perfect attendance, following standards, policies and procedures including productivity standards, deadlines and work schedules.
- Stays focused - can continue to be productive regardless of interruptions and distractions.
- Maximizes time - is able to use time available to deliver quality work.
- Takes responsibility - does not make excuses for errors or problems, acknowledges and corrects mistakes. Does not diffuse blame and faces problems quickly and directly.

9. Ethics and Integrity

Definition: earns the trust and respect of others through consistent honesty and professionalism in all interactions. Diplomatically handles challenging or tense interpersonal situations

Key Actions

- Shows respect – ensures that communication and actions are always professional.
- Maintains confidentiality - at all times ensures that information available remains confidential.
- Is honest and straightforward - communicates in a timely **fashion while maintaining people's self esteem.**
- Honours commitments - ensures commitments are realistic and carried through. Says what they mean and means what they say.
- Avoids situations that could be considered a conflict of interest.
- Adheres to a set of core values that match those of the organization.
- Is impartial - shows objectivity in decisions and actions.
- Strives to understand the data, the people, and their views before making decisions and taking action.
- Works through difficult or awkward interpersonal situations in a positive manner. Broaches sensitive issues ways that allow rational and open discussion.
- Focuses on issues and interests instead of people or positions, even when personally attacked.
- Delivers tough messages with sensitivity to minimize the negative impact on others; critiques constructively.
- Thoughtfully intervenes in conflicts to improve communication, diffuse tension, and resolve problems. Seeks to find common ground and preserve relationships.

8. Operating Equipment

Definition: uses tools, machines and vehicles to transport or create products or services.

Key Actions

- Learns functions - knows the purpose and limitations of equipment and practices safety when handling it, using it only for its intended purpose.
- Sets up - is able to set up and calibrate work equipment to meet standards.
- Conducts inspections - follows safety regulations to do routine inspections and adheres to maintenance schedules.
- Responds to malfunctions - is able to promptly respond to any issue, seeking assistance when necessary to ensure equipment is fully operational prior to using it again.