

# SOUTHERN UNION CONFERENCE

## Job Description



<b>Job Title:</b> SURF Customer Service & Accounts Manager	<b>Type Of Position:</b>	<b>Hours Per Week</b> <u>  N/A  </u>
<b>Location:</b> 302 Research Dr., Norcross, GA 30092	<b>Full Time</b> <u>  X  </u>	
<b>Department:</b> SURF/Association	<b>Part Time</b> <u>      </u>	<b>Exempt</b> <u>      X  </u>
<b>Reports To:</b> SURF Director/Association Treasurer	<b>Intern</b> <u>      </u>	<b>Nonexempt</b> <u>      </u>

### POSITION SUMMARY:

The role of the Southern Union Revolving Fund Customer Service/Accounts Manager is to provide effective customer service for all internal and external SURF customers and conferences within the Southern Union Territory. Maintaining operational duties with efficiency and accuracy that encompass SURF, accounts, deposits and disbursement of funds, bookkeeping, and 1099 tax requirements, to ensure customer satisfaction.

### Essential Job Functions:

- Provide customer service to all SURF account customers.
- Responsible for account maintenance which includes but not limited to, customer calls, updates, service, interest checks & statements, research, changes, verification of deposits/payments, set-ups, proper EIN designations, and garnishments.
- Process daily, monthly, quarterly, and annual transactions including returned checks.
- Perform routine accounting functions including JV posting, interest calculations, receipts and ACH processing.
- Process all non-electronic payments.
- Reconcile all related 1099 information (print and mail), miscellaneous/temporary accounts, and petty cash.
- Monitor and manage SURF online account functions when the service is available to customers.
- Attend SURF Acceptance Committee.
- Respond to audit needs as necessary.
- Other departmental duties as required by SURF Director/Association Treasurer.

### RECOMMENDED EDUCATION/EXPERIENCE:

- Associates degree in accounting, business or equivalent preferred.
- Prior customer service and accounting experience preferred.
- Sound knowledge of basic office computer applications such as Word, Excel, and Access.

### KNOWLEDGE AND SKILL:

Knowledge of principles, policies and beliefs of the Southern Union Conference and the Seventh-day Adventist Church. Ability to apply accounting principles to accounting procedures. Proficient in basic computer knowledge with specific ability to use spreadsheets and related software. Must possess excellent communication and organizational skills, strong attention to detail, and problem solving abilities. Good internal and external customer relations as well as effective and responsive telephone etiquette. Demonstrate knowledge of, confidentiality standards and the code of ethical behavior.

**CONTACTS, ORGANIZATIONAL RELATIONSHIPS:**

Contact with church leaders, outside organizations, and lay persons, as well as Southern Union personnel at all levels. Must possess advanced interpersonal skills and project a professional Christian image.

**PHYSICAL REQUIREMENTS:**

Must be able to read, speak, and hear in the English language. Must be able to effectively communicate both orally and in writing. Some standing, walking, bending, kneeling, carrying of light items, etc. required. Minimal travel required.

**WORKING CONDITIONS:**

Essential responsibilities are performed in sedentary and comfortable manner. Tasks are usually performed under normal office conditions with little or no noticeable discomfort. Work area is well-lighted and ventilated.