bookskeep

DAY IN THE LIFE OF A BOOKKEEPER

Hello,

Thank you for your interest in becoming a bookkeeper at bookskeep. This letter is intended to provide you with more details about the role.

As a bookkeeper, your day-to-day consists of three main tasks:

1. Record revenue from sales channels and review and categorize clients' expenses to proper accounts twice a week.

Success Metric: *Expenses will be recorded with 95% accuracy each week*

1. Reconcile and close clients' books by the 10th of each month, including creating financial statements, processing payroll, reconciliations, recording inventory balances, etc.

Success Metric**:** *Complete 85% of the time with review of 30 minutes or less*

Success Metric: Keep billable hours within 105% of budget for each client

1. Meet with assigned clients using web conferencing software to review their books and maintain positive relations.***Success Metric****: Schedule and attend meetings with 95% of your assigned clients at least quarterly*

It's our goal to make our clients' lives easier by providing them with expert guidance and personalized support as they manage their finances. We specialize in ecommerce and easing entrepreneurs' feelings of anxiety and stress to help them achieve their business goals and dreams.

YOUR #1 RESPONSIBILITY IS TO GENERATE ACCURATE FINANCIAL STATEMENTS BY THE 10TH OF EACH MONTH

This may sound easy, but it involves a lot of attention to detail, problem-solving, and care for our clients.

At bookskeep, we pride ourselves on showing up and caring for each other. It's important to maintain a positive work environment, do what we can to help the team reach success and milestones, and complete our work to the best of our abilities each day. We do everything in our power to avoid negativity and stay current on all things ecommerce to deliver expert service to our clients.

To further separate us from our competition, we also demonstrate the following Core Values in everything that we do:

Caring. We take care of each other on the team and we take care of our clients. This is not just a job for us; it's our calling and we know you need our help to fulfil your calling. That's why we care.

Data Driven. Numbers are the language of the business. We consider it our mission to provide you with good data so you can make good decisions. Data is only helpful if you understand it. We are here to make the data useful.

Educating. This is the way we help you use your data. As an ecommerce seller, you have more to do each day that can be done as the platforms constantly change. We are here to educate you on your financial data and give you actionable advice.

Flexible. While our basic services and processes are well-defined, we know not every ecommerce business is the same. Your "why" and strategy may be different from another seller. We want to understand your why because that drives your needs and will allow us to serve you and your unique business. We also are flexible with our team. This allows us to serve our clients and our personal goals, too.

Grateful. We are grateful for the opportunity to serve clients that are trying to accomplish their dreams; to work together with caring team members also fulfilling their purpose. We are grateful for the opportunity to work remotely and serve others in our family and personal lives. We know that when we are grateful, we see more fully what is; not what isn't.

Honesty. A coach once told me that real progress only beings when we tell the truth to ourselves and others. We demand integrity from our team and our clients. We are all here to create a great life. Living outside of integrity will not get us where we are compelled to go.

Inquiring. This value is a recent addition and was created from a failure in our system. We assumed information from a client was for one type of activity when it was actually for another, which led to incorrect data. From that experience, we learned we needed to have a healthy dose of “professional nosiness.” So now we ask a lot of questions. We engage with our clients more because we need to understand their business. Our clients are not just a number; but their numbers are critical in building their life goals and we need to understand the entire picture to serve them well.

Please understand, we are not looking for a person who is inflexible or unwilling to lend a hand once they’ve completed their task list. We are looking for individuals who are team players and are invested in our team and business’ success.

As a bookkeeper, your position will be a minimum of 20 hours per week and fully remote.

Our 12 weeks of training is great! You will learn everything you need to know about bookkeeping to be successful. While we offer flexibility for our remote team, for the first 12 weeks, you must be available from 8 AM to 5 PM CT.

When you start, you will meet with one of our seasoned bookkeepers and observe. During this time, you will also be able to ask any questions you need answered to fulfill your responsibilities in the role. Then, you will work under observation until you are ready to work independently with frequent reviews of your tasks.

WE EXPECT THAT YOU WILL BE ABLE TO WORK ON YOUR OWN WITHIN 90 DAYS

A typical day will most often start with making sure you’re logged in to all our systems and that they’re open so you receive all communications as they come in. We expect that all communication will be acknowledged within 24 hours of receiving it.

Then, you will review your workload and tasks for the day in Teamwork and map out a plan for your day. You will be expected to prioritize tasks according to their deadlines and keep yourself on track to meet the due dates. Be prepared to complete some “odds and ends” tasks throughout the day and answer questions from your co-workers to keep everyone moving forward. For each task, you must log your time in Teamwork.

We have meetings on a weekly and monthly basis. When you join our team, you will be placed into a small group that touches base each week for an hour based on the needs of the group. This meeting may be supporting one another – personal or business-related – or getting to the bottom of any questions and problems that arise. These meetings can also serve as a time to go over any new processes we’re implementing at bookskeep. In addition to these weekly small-group meetings, we have an all-hands-on-deck meeting once a month where we choose specific topics to discuss or educate ourselves on. All meetings happen within a typical workday, Monday through Friday, between the hours of 9 AM and 3 PM CT.

Sometimes, you will be challenged with new software, updates to processes and client business changes. Despite these being new to you, you should feel confident that your training has given you the knowledge to find available resources with the information you need or to connect with a peer for support. The key is to look at the situation and quickly think through the best way to navigate it.

WE ADDRESS ALL OUR MISTAKES HEAD-ON

Everyone makes mistakes, and it is expected, which is why there are a lot of policies and procedures in place to help ensure quality. We take the time to discover why the mistake was made and how we can avoid it in the future.

We hope this letter has helped to explain what your day-to-day would look like as a bookkeeper.

While there is much more that was not touched upon, we wanted to give you a general idea of what to expect.

If this sounds interesting because you are a master at staying on top of things, love to double and triple-check the details, and are focused on growing and evolving every day, then more than likely you have what it takes to be a top-notch bookkeeper and we would love to add you to our team!

Sincerely,

Cyndi Thomason