

POSITION DESCRIPTION

TITLE

CONTROLLER

EMPLOYEE NAME

HELLO

DATE OF VERSION

SEPTEMBER 1, 2023

DEPARTMENT PURPOSE

Describes Department's purpose in the company eg. Dime Accounting is responsible for... and committed to...

Providing relief to our customers through timely and accurate management of financial information, and producing helpful feedback and narrative.

POSITION PURPOSE

Describes Position's key purpose...

Implement and refine our services by managing and overseeing accounting staff and customer deliverables; cultivating customer relationships; and maintaining subject matter expert status.



DEPARTMENT RELATIONS

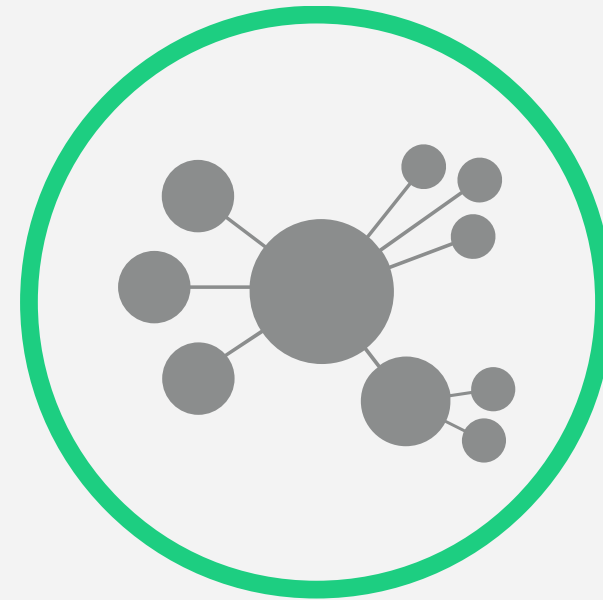
Department: Accounting

Department Head: COO

Reports to: Erik Smith

Direct Reports::

- Yes
- No



KEY RELATIONSHIPS (positions)

Accountants

Chief Operations Officer

Customer Success & Sales

Tax & Payroll vendors



CLASSIFICATIONS

- Exempt
- Non-Exempt



EMPLOYEE

- Full Time
- Part Time
- Hourly

TASKS & RESPONSIBILITIES



KEY RESULT AREA

DESCRIPTION OF DUTIES

STRATEGIC WORK

- Serve as trusted advisor to customers, and serve as primary point of contact for customer interaction.
- Provide accurate and timely reporting and information for customers.
- Ensure accuracy and workflow for Dime systems.
- To provide internal feedback on effective systems, processes and communications.

TACTICAL WORK

- Manage and provide oversight on in-kind donations.
- Provide oversight and serve as informational resource for Accountants and customers, specifically as it relates to cash, donations and payables management.
- Review financial statements and Accountant commentary by the 15th of each month.
- Set up journal entries for accountants, and provide assistance as necessary.
- Advise Accountants and customers on custom reporting and dashboards.
- Update customer chart of accounts (as needed).
- Provide general support and expertise to customer and employee questions as needed.
- Review and release bills as needed for large customers and customers who require a CPE engagement or as deemed necessary by the controller.

ANNUAL WORK

- Oversee and complete the budgeting process (or produce applicable templates) as needed for each customer.
- Oversee the annual 1099 and donor statement process and provide review as needed.
- Oversee any tax projects and the tax preparation process, working with outside tax professionals to maintain due dates, extensions, filings, etc. and working with accountants to provide timely and accurate information to the tax preparers.
- Prepare necessary journal entries to convert to GAAP basis and assist in the completion of annual audits (if applicable).

OTHER

- Manage new customer implementations.
- Keep detailed notes for all customers on all variable operational workflows, custom reports, deadlines, financial position, etc., and brief Accountants on such.
- Serve as a Subject Matter Expert by providing research solutions for Accountants and customers, within 24 hours.
- Communicate weekly or at the very least monthly with Accountants.
- Provide suggestions or feedback for method documentation.
- Review all staff member time per customer on an ongoing basis.
- Adjust Accountant salaries based upon customer volume and pricing.
- Manage Accountant capacity as needed.
- Assist in business development.
- Any other related assignments or requests.

KNOWLEDGE

Describes knowledge/understanding required to do the job effectively

- Advanced accounting principles
- General business operations and principles
- Generally Accepted Accounting Principles (GAAP)
- Accounting best practices and internal controls



SKILLS

Lists skills required to do the job effectively

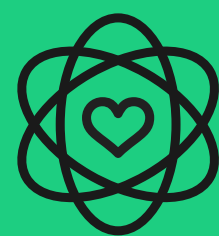
- People management
- Leadership
- Computer competency
- Microsoft Excel
- Quickbooks Online
- Communication
- Budgeting



REQUIREMENTS

DIME CORE VALUES

- Structured Flexibility
- Make it Better
- Try something
- Honesty over Forthright
- Simple and clear
- Consistency
- Listen before you talk
- Make everything look good
- Always help people
- Be healthy



EXPERIENCE

Describes experience required to perform the role effectively

- 4-5 years prior accounting experience
- Management experience
- Non-profit accounting

