pem.

JOB DESCRIPTION

Job title	Account Associate
Location	Milton
Department	VFO
Line manager job title	Manager

Overview

This role is responsible for assisting in the delivery of PEM's outsourced accounting service, to our client companies and organisations, using the latest cloud accounting technology, to provide bookkeeping, management reporting, credit control and general business support.

Key accountabilities

- Ownership of a small portfolio of clients up to £6k per annum, managing each client account, ensuring timely completion of accounts preparation and management reporting for clients.
- Start to collaborate across PEM and consider cross-selling where appropriate.
- Assist with the timely completion of all aspects of client accounts preparation and management reporting for clients.
- Data entry and ledger management, ensuring a high degree of accuracy.
- Assistance with general bookkeeping services to clients.
- Process client invoices and complete bank reconciliations within agreed timescales.
- Draft client payment runs within agreed timescales.
- Ensure payroll journals are processed in Xero before month end.
- Maintain the workflow / task management systems is kept up to date at all times with accurate and timely data.
- Adopting a continuous improvement mindset, identify ways services could be improved for our clients making PEM more efficient and improving margins.
- Keep the Account Manager updated at all times with relevant information and ensure any risks / errors are highlighted in a timely fashion.
- Maintain client satisfaction to a high standard at all times.
- Adhere to client response times in line with agreed VFO Standards.

Person Specification

- AAT qualification
- Good communication skills
- Proficient at all Microsoft Office apps, specifically, excel, word and PowerPoint
- Good working knowledge of Xero and other cloud software
- Ability to juggle multiple priorities
- Excellent time keeping and time management skills
- Adhere to PEM values and VFO Standards at all times
- Proactive mindset