

Position Objective and Responsibilities

Job Title: Controller

Reports To: _____ in the
_____ department.

Position Objective

To support sales staff by administering accurate financial accounting of the cooperative and by having required information readily available for management in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

Position Responsibilities

The controller's responsibilities involve supervision, training, administration, management information coordination, accounting system coordination, reporting, recordkeeping, service, maintenance, and other duties as assigned by management.

The controller will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Supervision

Supervision involves monitoring office activities to ensure optimum efficiency.

1. Select and/or recommend selection of employees for the office based on job requirements
2. Lay out a general work schedule for each employee and make daily work assignments
3. Develop and/or adopt a set of principles for filing, and supervise the regular filing and annual cleaning of all old records
4. Ensure incoming and outgoing mail is handled accurately and urgent items are expedited
5. Complete and administer an annual merit review with all direct reports

Training

Training involves overseeing employee training.

1. Develop computer training programs that will improve operator proficiency and enhance the relationship between their work and the coordinated accounting system
2. Supervise accounting orientation and training for all new employees
3. Supervise the periodic training of computer users in new procedures and enhancements
4. Develop and maintain employees' and own computer skills relative to the programs currently used or planned for
5. Identify individual employee training needs and record in writing yearly

Administration

Administration involves developing procedures for branch locations and monitoring branch performance.

1. Develop administrative procedures and assist in their implementation and supervision at branch locations
2. Develop and achieve a budget for office salary expense and office supplies
3. Visit each branch location regularly to monitor and improve administrative performance
4. Stock and maintain office supplies for employees

Management Information Coordination

Management information coordination involves coordinating and disseminating information for management's use.

1. Work with management to determine what information is needed for management decisions
2. Supervise the development and distribution of needed information and records
3. Provide individual consulting as needed within acceptable time constraints

Accounting System Coordination

Accounting system coordination involves developing and overseeing accounting system activities for optimum efficiency.

1. Develop, update, and enhance the accounting system for optimum accuracy, timeliness, and efficiency
2. Make and use the accounting system as a proactive decision-making tool for management use in forecasting and variation reporting and analysis
3. Identify and maintain a record of the current status of all fixed assets of the cooperative
4. Assist all auditors in performing their duties
5. Maintain effective inventory controls
6. Maintain a working knowledge of accounting principles and practices and keep updated on changes

Reporting

Reporting involves developing and submitting all required reports to management by the agreed upon dates.

1. Prepare monthly financial and operating statements for board reports to be submitted to management one week prior to scheduled board meetings
2. Prepare vouchers and other invoice payable records
3. Supervise the preparation and distribution of other management and board reports including balance sheets, gross margin and sales analysis, inventory analysis, receivable aging, budgets, and feasibility studies
4. Account for all cash daily
5. Attend all board meetings

Recordkeeping

Recordkeeping involves preparing and distributing customer and employee records.

1. Prepare all payroll checks accurately and on time, including all government reports
2. Ensure all customer statements are processed and mailed no later than _____
3. Supervise the development and maintenance of all stockholder records and coordinate all stockholder inquiries and redemption requests

Service

Service involves providing and promoting service which will satisfy customers and build sales volume.

1. Assist customers as needed
2. Promptly report complaints and compliments to the appropriate manager
3. Greet each customer with a friendly smile and a hello
4. Always remember to thank customers for their business
5. Actively develop personal skills and knowledge
6. Promote customers' understanding of and participation in the cooperative

Maintenance

Maintenance involves maintaining the office and equipment.

1. Supervise the maintenance of a clean and attractive office (floors, windows, walls, desks, files etc.)
2. Maintain equipment and recommend replacement when necessary

Other Duties

The controller will uphold cooperative policies, perform other duties as assigned by management, and will enforce and uphold the cooperative's credit policy.

Uphold cooperative policies

1. Uphold all cooperative policies

Perform other duties as assigned by management

1. Perform duties as requested by management

Enforce and uphold the cooperative's credit policy

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current