

# Office Manager & Bookkeeper

Location: York, PA USA

Full-Time, in office



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## POSITION

Discover a world of innovation with mk Solutions, your global partner for cutting-edge library solutions. From advanced RFID systems and automated equipment to state-of-the-art book dispensing, we redefine libraries. Be part of our expansion across the US and Canada. Explore the available full-time roles and join us on this exciting journey!

## JOB SUMMARY

We are in search of an ideal candidate who embodies traits of organization, ambition, and self-motivation. Our quest is for an experienced team player who can seamlessly transition between independent work and collaborative efforts. If you possess a robust comprehension of business concepts and strategies, coupled with exceptional communication and managerial skills, meticulous attention to detail, and a resounding enthusiasm for success, we encourage you to apply.

## KEY RESPONSIBILITIES

- Efficiently oversee service technicians hours.
- Prioritize schedules based on technician availability.
- Prepare service reports and documentation as required for remote and onsite service.
- Manage inventory and order necessary parts and supplies for service technicians via using Quickbooks software and company protocols.
- Maintain accurate records of service work, technician hours, and customer information.
- Communicate with customers to confirm logistics and address any concerns or issues.
- Facilitate weekly meetings with technicians to improve overall communication and work efficiency.
- Monitor technician performance and provide constructive feedback for improvement.
- Ensure service technicians adhere to company quality standards and service and project documentation.
- Assist in budget preparation and control expenditures related to technician operations.
- Optimize resource allocation to maximize productivity and cost-effectiveness.
- Generate regular reports on service department performance, including key metrics such as response times, completion rates, and customer satisfaction.
- Analyze data to identify trends and areas for improvement.
- Supervise and provide leadership to service support staff, including administrative duties
- Foster a collaborative, productive, and positive work environment.
- Effective management of QB entries, encompassing invoicing, receivables, payables, inventory, and associated bookkeeping tasks.
- Accurate recording of incoming checks and wire transfers.
- Establishment and nurturing of relationships with vendors, service providers, and the landlord, ensuring timely invoicing, entry of sales, and meticulous maintenance of QB files.
- Handling of Accounts Payable/Accounts Receivable, including communication with customers regarding overdue invoices.
- Responsible for securing Federal and State licenses and certifications as required.
- Maintenance of necessary insurance certificates and processing of customer requests for Certificates of Insurance (COIs).
- Coordination of both domestic and international transportation and logistics.
- Furnishing payroll documentation through technician hourly timesheets.
- Review monthly expense reports for employees.

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## QUALIFICATIONS

- Bachelor's degree in business administration, management, or a related work experience (preferred).
- Previous experience in office management, preferably in a service-oriented environment
- Strong organizational and multitasking skills.
- Excellent communication and interpersonal abilities.
- Knowledge of scheduling software and customer relationship management (CRM) tools.
- Basic technical knowledge or an understanding of the service industry (depending on the nature of the service provided).
- Leadership skills to effectively manage and motivate a team.
- Self-motivation for effective independent and collaborative work in a fast-paced, dynamic environment.
- Proficient independence in work execution.
- Spearhead innovative projects and initiatives proactively, without excessive reliance on explicit guidance or instruction.
- Identify opportunities for process improvement and implement solutions autonomously.
- Strong computer skills, including proficiency in Word, Excel, Google Suite.
- Exhibit self-motivation by seeking out opportunities to add value and make a positive impact, even in uncharted territory.
- Anticipate challenges and develop preemptive strategies, demonstrating a forward-thinking approach to problem-solving.
- Lead by example in embracing change and inspiring others to think creatively and act independently.

Note: This job description is intended to provide a general overview of the position. Duties, responsibilities, and qualifications may be adjusted or expanded based on the needs of the mk Solutions.

## BENEFITS

mk Solutions offers a comprehensive benefits package to our full-time employees, featuring a wide array of valuable benefits. In addition to health insurance, we provide a Health Savings Account (HSA), dental and vision care coverage, and the opportunity to enroll in a 401k plan.

## ONLINE JOB APPLICATION

Prospective candidates are encouraged to finalize [mk's job application](#) following application submission, if you wish to initiate further contact, please feel free to reach out via email to [jobs@mksolutions.com](mailto:jobs@mksolutions.com)