Teamsters Headquarters, Washington DC
Affiliate Bookkeeping Systems Department

Job Opportunity for Procedural Coordinator

The International Brotherhood of Teamsters is a labor union fighting for worker rights and representing over 1.3 million members in a wide range of occupations in both private and public sectors. We are looking for a Procedural Coordinator to join the staff of our Affiliate Bookkeeping Systems department at the Teamster headquarters located in Washington, DC.

Under the general supervision of the Department Director, this help desk role supports and assists users at Affiliate offices located throughout the United States, Canada, and Puerto Rico in bookkeeping and membership management software.

Duties and responsibilities of this position include:

- Assisting users, via phone and internet, in analyzing and solving procedural problems related to our proprietary dues collection and member management system (i.e. recording the collections of dues, membership status changes, corrections, printing custom reports, and general inquiries).
- Assisting users, via phone and internet, regarding inquiries pertaining to Intuit QuickBooks bookkeeping software (i.e. writing checks, entering journal entries, troubleshooting errors with custom reports, and general bookkeeping inquiries).
- Answering and directing incoming calls, taking messages, and responding to emails.
- Being adept in the membership and bookkeeping procedures and guidelines as required by the International Brotherhood of Teamsters and ensuring those guidelines are followed when assisting Affiliate users.

Job Type: Full-time

Pay: $59,822.00 - $65,412.00 per year

Benefits:

- 401(k)
- Dental insurance
- Employee assistance program
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Tuition reimbursement
- Vision insurance

Schedule:

- Monday – Friday / 12:00 p.m. – 8:00 p.m.

Qualifications and skills:

- Excellent problem-solving and troubleshooting skills.
- The ability to communicate effectively in an accessible manner to non-technical users.
- Customer-service focus and helpful mindset.
- Strong technical and procedural understanding as well as the ability to communicate clearly with others.
- Fluency in Microsoft Windows, and Microsoft Office suite (Word, Excel, and Access).
- Previous experience in technical support, accounting, finance, or another related field.
- Experience with QuickBooks Desktop accounting software is preferred but not required.