

## Administrative Assistant Job Description

### Basics

- Must have a pleasant demeanor with clients, and your fellow co-workers.
- Must be able to work at least 35 hours per week, and 40-50 during February, March and April.
- \$17 per hour to start, review in 90 days for consideration of \$19 per hour.

### Watson CPA Group Benefits

- Group health insurance.
- Group life insurance, disability insurance.
- 401k plan (no matching currently, see expensive new office below).
- Cell phone allowance (no, not so you have to work 24-7 but to be plugged in from time to time).
- Flexible hours (core is 8:30AM to 4:30PM), but coverage might dictate 7:00AM starts or stays until 5:00PM.
- Paid time off (16 days per year based on 2080 ).
- Closed Fridays May thru August, October and November (yup, 3 day weekends all summer and some of fall).
- Small enough where you can make a difference.
- Brand new \$1.9M, 6,500 square foot standalone office opening in September, 2019

[www.watsoncpagroup.com/office](http://www.watsoncpagroup.com/office)

### Who We Are

The Watson CPA Group is a small local accounting firm in Colorado Springs who only engages in business owners (S Corps, Partnerships, PCs) and complex individual tax preparation. We take a consultative approach to our client engagements by offering unlimited consultation and a strong focus on planning. Tax return quality naturally occurs from periodic client interaction throughout the year.

We embrace technology as much as we can- client portals, client management systems, online submit forms, etc. Working smarter rather than harder is our goal. We currently have seven administrative assistants, and with our steady **growth of about \$750,000 in revenue annually**, we are in need of 2-3 additional administrative professionals to adopt current clients as their own and be a part of a team. Crazy at times. But professional and fun.

### Job Duties

Administrative Assistants general job duties are to answer phones, filing and organizing office paperwork, answer customer support emails, schedule appointments, connect with clients to gather basic information, keep Tax Managers organized (good luck), make sure trains run on time around the office, and a whole gaggle of other things. Never a dull moment. **This is hard work! This is not your garden-variety receptionist position;** you will be exhausted but your day will fly by.

There are other variants of Administrative Assistants such a business development or payroll where you would create business entities, file IRS paperwork, draft proposals, set up payroll accounts, process payroll, etc. This is not a sales job with cold calls, but rather a critical support position. Tough, but not awkward.

## **Qualifications**

We have discovered that administrative assistants are very critical to our success. Administrative Assistants will have these humanistic qualities-

### **Client Centric Attitude**

We do not believe the customer is always right. They can be difficult, they can be jerks and they can be wrong. On the other hand, we need to make every client feel like they are the only client. You must be helpful. You must be able to shift your approach when explaining something the client doesn't understand.

### **Playful**

We are not dull or stuffy. We throw back beers and cocktails at 4:05PM on Fridays during tax season since drinking before 4:00PM is considered irresponsible. We take the work that we do seriously, but we don't take ourselves seriously.

### **Organized**

Must have excellent organizational skills and have an attention to detail. No kidding.

### **Approachable**

You must be able to take the bad with the good. Accounting is inherently a negative business since all we do is look for things that are wrong. If you are looking for only kudos, hugs and rainbows, then this will be a tough environment. If you are a professional looking to improve your craft, then you'll fit right in. We want to do a better job tomorrow than we did today.

### **Fast Paced**

Given the size of our staff and the demands of our wonderful clients, our pace is blazing. We typically do not charge by the hour, rather we offer a fixed fee range. Your labor costs must fit into this window leaving room for overhead, profits and bonuses. Therefore, you must be able to hustle when you can and slow it down when required.

### **Procedure Oriented**

We've created training manuals, procedures and checklists. While we leave room for anomalies and outliers, we need you to embrace the concept of standard operating procedures.

## **Timeline**

We are looking to interview qualified candidates immediately. We suggest normal hair color, business casual attire including smart shoes, and covered tattoos. Just like dating, you need to slowly introduce the real you.

## How to Apply

Download a huge 47-page fillable PDF and follow the instructions. Just kidding... it is only 5 pages of stuff we actually need you to think about today and another 3 pages of interview questions to prep for. And... we've added it after this page to make it easy.

**[www.watsoncpagroup.com/Admin.pdf](http://www.watsoncpagroup.com/Admin.pdf)**

If you believe that a professional should not have to resort to applications and that your resume encompasses all that you are, then we've already learned enough to say No Thanks. Otherwise, we suggest giving us 20-30 minutes of your time for a possible 20-30 year career. Low risk. High reward.

We sincerely thank you for taking the time to review what Watson CPA Group offers and what we need for our continued success.

Warm Regards,

The Watson CPA Group  
9475 Briar Village Point Suite 325  
Colorado Springs, CO 80920

## Administrative Assistant Job Application

### Contact Info

Name \_\_\_\_\_

Address \_\_\_\_\_ City, Zip \_\_\_\_\_

Email \_\_\_\_\_ Cell Phone \_\_\_\_\_

### Self-Rated Job Skills

Briefly rate your skill from 1 to 5, with 1 being shaky and 5 being expert, and briefly describe your experience.

Windows Operating System

Excel

Word

QuickBooks

Tax Returns

Investment Concepts

# Application Questions to Answer

Do you have any background issues that might preclude your employment with a company who deals with sensitive client data and financial matters? If Yes, please explain.

Were you ever fired or asked to resign from a previous job? If Yes, please explain.

Aside from the over-used “I love numbers” response, why do you want to work for an accounting firm?

The accounting industry is generally negative. We look for things that are wrong first, and as such hugs and rainbows aren’t always received. How would you fit into this environment?

Why did you leave your previous job? Or... why are you snooping around at a new one?

How would your previous managers or supervisors describe you?

Anything else you want to add?

### Instructions

Review the job requirements after this application to ensure what we are looking for matches you and your skill set.

Email this application along with a single-page resume to [jobs@watsoncpagroup.com](mailto:jobs@watsoncpagroup.com). No calls. No faxes.

**Caution!** Some browsers give you a warm fuzzy that everything is being saved in this PDF. We encourage you to download it, open it with Adobe (not thru your browser), complete it and verify that your contents are saved. Then email it to us.

# Interview Questions to Prepare For **(do not answer now)**

How would you tell a team member that their work product was wrong? Or, not wrong, but could use improvement?

How would you tell one of us that our work product is wrong? Or that you have a better idea.

What type of office mates drive you nuts? Love?

Describe your ideal office atmosphere.

Define business casual.

What is your threshold for figuring things out yourself versus asking for help?

What do you do if a client / customer is lying to you, but you can't prove it.

Tell us about a time when you argued with a client / customer and afterwards you were wrong.

Has a client / customer ever bullied you? Do you have an example? What did you do?

How are you a client / customer advocate?

Describe your organization skills? How would you stay on top of deadlines? What system do you use now for your personal life?

Are you afraid of making a mistake? What is your risk aversion?