



ElementsCPA is re-making accountancy for entrepreneurial flourishing – Our mission is to help future-oriented business owners in the service & technology industries to build financial strength for what truly matters in life.

Here you'll be challenged to stretch your knowledge and your ability to help people change. You'll be given the freedom to direct your work to achieve accountable results. And you'll experience the camaraderie that comes from making an impact as part of a team and having fun along the way.

THE ROLE: DESIGN ENABLER

Over the course of your first year, you should look forward to:

- Building a *personal rapport* with our roughly 80 businesses and 150 individual customers, getting to know their stories, personalities, and helping bring about positive impact in their lives.
- Enabling *excellence in customer experience* by being a friendly face/voice when customers arrive/call, providing them answers or connecting them with the right answers, helping talk them through basic steps so they know what to do, scheduling customer meetings and triggering reminders, making periodic status checks of projects to ensure on track and helping unstuck if needed, etc.
- Performing *backstage functions* to keep administrative systems humming such as updating contact management system for new phone numbers/e-mails, processing customer payments on our online platform, sending notification of tax returns or contracts for e-signature, e-filing signed returns, scanning documents into our digital files, updating recorded greetings during holidays, etc.
- Keeping the *office environment* functioning, from ensuring standard office supplies are on hand, to helping maintain a basic cleanliness, to retrieving/sending the mail, to greeting deliveries and unscheduled drop-ins, etc.
- Acting as an *assistant to the Director* including items such as tracking down and researching information, returning calls/e-mails on simpler questions, fielding sales calls and handling appropriately, being primary manager of his calendar, etc.
- *Collaborating* with the team to complete projects, participate in creative conversations about designing/ launching/ iterating new products and processes, and be a positive contributor to team culture.
- *Learning* a suite of new technology systems and discovering ways to make life easier with them, spearheading your own learning and growth, and self-directing completion of deliverables.

THE RELATIONSHIP

We'll ask certain things of you and expect that you'll ask certain things of us. Key highlights include:

- A positive workplace that treats each member as human, provides them with freedoms that accompany their responsibilities, and has a spirit of camaraderie and fun.
- Full time role with a competitive salary plus participation in a health reimbursement plan.
- Support of your personal growth through thrice annual grow coaching meetings.
- Be self-organizing and responsible for delivering results on time.
- Courage, vulnerability, and creative iteration are critical core values that are part of our aim to continually evolve.
- Seven paid holidays, including your birthday
- Take pride in the craftsmanship of your work.
- Four weeks paid personal days .
- Care about the well-being of our customers, and help them through transformations of their journey

TAKE THE FIRST STEP

If you're energized by the idea of helping entrepreneurs design their business and finances for what truly matters, we'd like to meet you!

1. Upload a three to five minute video describing why you enjoy your favorite movie, the reason somebody is one of your personal heroes, and what it is about the world of office management that interests you: <http://e-cpa.com/2w4Vlgt>
2. Along with the upload, include a one-page resume providing insight into your background that you think will connect with this role.

We'll then reach back out about a video chat, meetup to see us up close, and a paid beta run. Look forward to getting to know you!