

## **Administrative and Bookkeeping Support Internship**

The goal of this internship is to assist Owner/General Manager in performing various office administrative tasks, including, but not limited to, those tasks listed below. Experience working with Microsoft Excel, Word, and Access, and QuickBooks accounting is preferred, along with ability to handle confidential material and cash discretely and appropriately.

- Greet in-store customers, assist with their basic needs/questions, and distribute completed orders and receive payment from customers. Will be required to learn to operate cash register and credit card machine.
- Assist in answering incoming phone calls on a multi-line system, answering basic customer questions (shop hours, driving directions, status of jobs) over the phone and directing calls to appropriate staff when necessary. Contact customers by phone when orders are complete.
- Enter sales receipts into QuickBooks accounting system, using appropriate customer names, designation of merchandise sold, and method of payment and create required paper copies to be used in the work order filing and accounting systems.
- Using QuickBooks accounting software, create and mail invoices for customer orders “on account,” and generate and mail statements for past due accounts.
- Proofread with accuracy typesetting created for customer orders. Verify accuracy of complete order, including final typesetting and assembly of product before making ready for customer receipt.
- Assist in updating customer information, including contact person, contact information, and necessary “on file” forms and account information. Manage this data within existing spreadsheet/database of customer information.
- Maintain hard copy work order files, ensuring that work orders are filed in the correct chronological and alphabetical manner to allow easy retrieval when needed for reference.
- Assist in creating product descriptions and posting of products to e-commerce website

Dande Company is a small business retail store, specializing in custom awards and gifts, located in Tacoma, WA. This internship is a non-paid, position, to consist of 125-175 working hours spread consistently over an educational term. 100% of total work time to be spent onsite at store’s Tacoma location, anytime between the hours of 10 a.m. to 6 p.m., Monday thru Friday (schedule to be set based on student’s class schedule). Students wishing to gain experience in office administration and/or bookkeeping functions are encouraged to apply. Adjustments to length of service and specific tasks may be considered to comply with student’s school requirements, but a substantial portion of the tasks described herein should directly relate to student’s course of study and/or future career goals.

Apply by email to [jobs@dandeco.com](mailto:jobs@dandeco.com) with resume or description of educational and/or work experience and a written description of how this position will enhance your educational objectives and future career goals.