Company Overview:

MonkeyBrains offers fixed wireless internet to residents and businesses throughout San Francisco. MonkeyBrains' mission is to provide affordable Internet - hosting and access - to residents and businesses throughout San Francisco and ultimately the Bay Area. Our ability to achieve these goals rests on our ability to attract and grow a team of world-class people. MonkeyBrains offers competitive rates and full benefits.

Position: **Accounts Administrator**
Department: Compliance/ Accounts Receivable

MonkeyBrains is looking for a talented and detail oriented Accounts Administrator who will work within our Compliance Department conducting data entry, data auditing and cleansing, and end-users (customers) support in a client service atmosphere.

Duties and Tasks/Essential Functions:
- Enter payments into the current Accounting system and prepare daily deposit sheets for review by Compliance Manager;
- Answer telephone calls and answer tickets throughout the day to assist end-users with any Accounts Receivable queries;
- Interact with customers to provide and process information and troubleshoot concerns;
- Assist Compliance Manager in daily data collection and auditing efforts as needed by utilizing available resources including Accounting System, Calendar entries, MonkeyBrains internal Ops system, etc;
- Follow standard processes and procedures;
- Identify and escalate priority issues and redirect problems to appropriate resources;

Skill and Knowledge Qualifications:
- Proper phone etiquette;
- Ability to speak and write clearly, accurately and professionally;
- Demonstrated proficiency in typing (min 50 wpm) and grammar;
- Knowledge of customer service principles and practices;
- Effective listening skills;
- Multi-tasking capabilities;
- Ability to work independently with minimal supervision;

Competencies:
- Must have a basic understanding of payment processing.