

# FAMILY ACCOUNT MANAGER

## QUALIFICATIONS:

- Degree in accounting or business administration preferred
- Experience in a related role helpful
- Demonstrated strong oral and written communication skills
- Demonstrated organizational/financial management skills

## JOB DESCRIPTION:

The Family Account Manager is responsible for overseeing all aspects of an approved adoptive family's fund account, including account set up, communications, adoption expense reimbursements, and account closure. The Family Account Manager is the primary point of contact for approved adoptive families, will assist the team in tracking family fund data, assist in documenting ongoing family prayer requests, and provide additional administrative support as needed.

**SUPERVISOR:** Program Director

## DUTIES:

Primary contact for adoptive families – phone and email

- Maintain adoptive family fund accounts –
  - enter approved families into Salesforce (SF)
  - initiate check payments/reimbursements for adoption expenses (SF)
  - close family files when adoption is complete
- Manage adoption loans –
  - track adoption loans
  - annually send letters for payment
  - monthly follow up with outstanding loan covenant agreements
  - monthly update ACH loan payment file
  - each September follow up families who have not repaid loans due June 30
- Monthly update LS and Legacy Commitments log
- April and October, communication to all active families inquiring of ongoing status
- Documenting adoptive family prayer requests for Lifesong team/prayer meetings
- Phone back-up for the Office Manager

## REQUIRED KNOWLEDGE AND SKILLS:

- Ability to navigate database and accounting systems
- Experience with MS Office; Outlook, Word, Excel, etc.
- Strong customer service
- Timely, responsive, and organized

**STATUS:** Full Time/In Office/With Benefits