



# FAMILY ACCOUNTS MANAGER

**LOCATION:** Lifesong Office, Gridley, IL

**REPORTS TO:** Program Director

**STATUS:** Full-time

**FLSA:** Non-Exempt

**BENEFITS:** Yes

**WORKS CLOSELY WITH:** Lifesong leadership and families with Lifesong adoption accounts

**APPLY AT:** <https://lifesong.org/about/careers/>

## POSITION PURPOSE:

This Family Accounts Manager position advances the mission of Lifesong through managing all aspects of all approved adoptive family's fund accounts, serving as the primary point of contact for all approved adoptive families, coordinating the adoption loan process, and documenting ongoing adoptive family prayer requests.

## PRIMARY RESPONSIBILITIES AND DUTIES:

- Manage all aspects of an approved adoptive family's fund account
  - Help improve the adoptive family process whenever possible
  - Ensure accounts are set up efficiently and effectively in Salesforce
  - Coordinate the timely reviews, approvals, and decisions throughout the process
  - Approve and initiate adoption expense reimbursements
  - Oversee account closures
  - Document or be able to identify all aspects of the process that may be required for audits
- Serve as the primary point of contact for all approved adoptive families
  - Provide and track all communications with approved adoptive families
  - Communicate every April and October to all active families inquiring about their ongoing adoption status
  - Communicate with and remind families of pre and post adoptive resources and support options
- Coordinate the adoption loan process
  - Track adoption loans
  - Send letters for payment annually
  - Follow up with outstanding loan covenant agreements monthly
  - Update ACH loan payment file monthly
  - Every September follow up with families who have not repaid loans that are due June 30
  - Update Lifesong and Legacy commitment logs
- Document ongoing family prayer requests
  - Share requests when needed for Lifesong prayer meetings or devotional times
- Miscellaneous Duties: Performs other duties, as assigned
  - Serve as a back-up to the office manager in answering phones

## REQUIRED SKILLS:

- Team-oriented with strong interpersonal communications skills
- The ability to be sensitive to and aware of intercultural dynamics within diverse teams
- Excellent service skills in listening, anticipating, and troubleshooting issues
- Strong organizational skills
- Strong financial management skills
- Ability to navigate database and accounting systems
- Experience with Microsoft Office products

**EDUCATION AND EXPERIENCE:**

- Bachelor's Degree
- 2+ years' experience of accounting or business administration experience
- Experience in a non-profit setting is preferred
- Salesforce experience is preferred

**CONDUCT:**

This position requires an active commitment to the mission, values, and statement of faith of Lifesong. In the course of performing job duties, Lifesong employees will follow Employee Handbook policies, and act in a manner that honors Christ, demonstrating a personal Christian faith and witness in all interpersonal interactions. Lifesong is also committed to safeguarding and promoting the welfare of children and program participants and expects all employees and volunteers to share this commitment. Conduct that demonstrates the values listed below are required of all Lifesong employees.

***Love God and His People, Serve with Humility, Steward Faithfully***

**WORKING CONDITIONS AND PHYSICAL DEMANDS:**

- Tasks are normally conducted in a regular office environment requiring the use of computer and mouse and other standard office equipment
- Employees may be required to travel and have a valid driver's license and passport
- There are no specific job hazards, PPE, ergonomic concerns (beyond what was listed above), or transport of hazardous material
- Employees may need to lift and move up to 35 lbs. on occasion
- Employees are required to observe safety principles while performing the duties of the position

**DISCLAIMER:**

This job description is intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties, and skills required of personnel in the classification. Work hours may be irregular including performing duties on evenings or weekends.