



**Job Title:** Customer Relations and Accounting Manager

**Department:** Operations

**Reports To:** Chief Strategy and Operations Officer

**Supervises:** N/A

**Effective Date:** May 4, 2026

**Classification:** Non-Exempt

### **Role**

The Customer Relations and Accounting Manager supports both customer relationship management (CRM) functions and day-to-day accounting operations. This position ensures accurate customer data management and financial recordkeeping.

### **Essential Functions**

- Maintain, and update Customer Relationship Management (CRM) database records, ensuring accuracy and data integrity.
- Enter all new members and payments into the system.
- Support and assist with the integration of the CRM database with other IT systems.
- Collaborate with all Chamber departments, especially member engagement to optimize system performance and accuracy of member records.
- Support security measures within the CRM platform and train Chamber users to understand updates and accurately maximize all features.
- Support system administration tasks related to database management for Accrisoft, to include database routine database maintenance.
- Manage daily accounting transactions, including vendor invoicing, expense tracking, and ledger entries with precision and timeliness.
- Entry of vendor invoices and W-9's into the Chamber's software system
- Entry of cash deposits, receipt of credit card payments from members over the phone and issuance of payments.
- Assist in generating financial reports, to include dashboards, aging reports, expense reports and analytics to support strategic decision-making.
- Assist with events and other administrative duties.
- Other duties as assigned.

### **Education:**

- Education: High school diploma or equivalent.

### **Experience**

- Customer service experience, required.
- Accounting or bookkeeping experience with payables and receivables, required.
- Experience with CRM platforms including Accrisoft, preferred.
- Experience with accounting software, required.



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## **Skills**

- Excellent attention to detail and organizational skills, required.
- Excellent communication skills, required.
- Highly varied work environment with the ability to multitask and manage multiple deadlines, required.

Salary commensurate with experience. Comprehensive benefit package included. Please submit a cover letter and resume via email only to: [info@wichitachamber.org](mailto:info@wichitachamber.org)

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