

# Administrative Assistant

[Wickes/arborists](#) – Spring Valley, NY

## Job Description

A. What are the major objectives or outcomes to be accomplished by the person in this job?

1. Client satisfaction by making it easy to do business with us.
2. Maximize opportunities for arborists and technicians to contact our clients.
3. Coordination of scheduling of appointments for the most cost effective use of our employees' and client's time.
4. Daily entry of data for office functions, maintenance of client and prospect databases.
5. Follow up completed work for client satisfaction, and payment for services rendered.
6. Provide back up for Office Manager.
7. Assist in special sales related projects.

B. What are the most frequent and most essential work activities in this job?

1. Phone answering and calling to set up appointments/inspections/consultations and to answer questions or direct calls to the appropriate person.
2. Data entry daily of information into industry specific software program, Outlook calendars, Word, Excel.
3. Office supplies and uniform inventory and ordering.
4. Sales reporting and tracking in Microsoft Excel and Service Pro 2000.
5. Calling and coordinating outgoing calls to prospects to obtain appointments for reps.
6. Marketing our services via internet.
7. Confirming appointments with clients from the scheduling board.

C. What people and how many are managed by the person in this job?

The Administrative Assistant is responsible for the relaying and management of information only.

D. What are the primary people contacts in this job?

1. Clients; daily- to answer their question or direct them to the appropriate person, and to insure their satisfaction. Asking clients for their help in getting referrals.
2. Prospects; daily- to qualify them and to establish in them a curiosity about our company so that they may want to find out more about us and do business with us.

3. Administrative Personnel; daily- information exchange and support to maximize reps time in front of our clients, face to face.
4. Sales/Marketing Department Personnel; daily, as a supportive liaison and to go over all sales related topics and client care issues.
5. Production Department Personnel: daily for information exchange.

E. What are the pre-requisites for employment?

High School degree and prior related experience required. College education preferable, computer skills, previous client contact, multi-line telephone operation with voice mail preferred. Office experience required. Internet savvy.

F. What are the toughest parts of this job on a day-to-day basis?

Handling multiple tasks, dealing with angry clients, paperwork, seasonal nature of business, tracking multiple persons daily activities, not being able to solve clients problems over the phone. Responsible for others schedules while not managing them.

G. What are the compensations?

Part-time position with hourly pay

In addition, we will offer the following:

Periodic Incentives and bonuses

Benefit Package\* **Full time only**

Profit Sharing\* **Full time only**

Advancement Opportunities: Sales /Office Department Managers

## **Desired Skills & Experience**

Ability to handle multiple tasks, patience, listening skills, enthusiasm, confidence, attention to detail, persuasiveness, self-motivation, knowledge of computer systems and multi-line telephone operation, knowledge of Microsoft Word, Excel, excellent speaking and communication skills. Internet savvy. **Close proximity to Rockland County required.**

**Company Description: Type of business: Service**

**Products and/or services: Tree, Lawn and Landscape Care**

Wickes/arborists is a third-generation, family owned and operated, nationally accredited tree care company, located in Rockland County, New York.