



Job Title:	Administrative Assistant	Job Category:	Administrative
Location:	Shelbyville, Indiana	Travel Required:	None
Level/Salary Range:	\$9.00/hr	Position Type:	Part-time
HR Contact:	Adam Miller	Date posted:	March 11, 2014
Will Train Applicant(s):	Yes	Posting Expires:	April 11, 2014
External posting URL:	www.millerslawncare.org		

Applications Accepted By:

E-MAIL:

admin@millerslawncare.org

Subject Line:

Attention: Administrative Assistant

MAIL:

Adam Miller
 Miller's Lawn Care
 P.O. Box 855
 Shelbyville, IN 46176

Job Description

JOB DESCRIPTION SUMMARY

1. The role of this position is to ensure the smooth and efficient operation of the office area functions including, but not limited to, customer service, invoicing, collections, account maintenance, and customer estimates for Miller's Lawn Care.
2. The Administrative Assistant is responsible for bookkeeping on Quickbooks Online and basic administrative tasks for Miller's Lawn Care.
3. The Administrative Assistant is responsible, partially, for helping the company to grow. This is done by striving for a high level of customer satisfaction and searching for new prospective clients or suggesting ways of obtaining new clients.

REPORTING RELATIONSHIPS

1. The Administrative Assistant reports directly to the Co-Owners of Miller's Lawn Care.
2. This is not a supervisory role.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

1. Requires a High School Diploma with business and accounting classes preferred.
2. Experience with Microsoft Word and Excel and Quickbooks Online is preferred.
3. Must have the skills and knowledge to keep all lines of communication open within the office, and from external sources review various statements and update the proper account. A working knowledge of various filing systems is essential.
4. Phone communication skills are essential to interact positively with customers.
5. The senses of sight, speech (English), and hearing are required.
6. The physical requirements are sitting, with 95% of the time spent in the office. Walking is required within the office and shop. This position must be able to lift letter and legal size storage boxes, or heavy boxes of at least thirty (30) pounds.

ESSENTIAL FUNCTIONS



3. Performs administrative tasks as assigned by Co-Owners.
4. Performs a variety of other duties involving general knowledge of the company operations and activities, including answering the telephone, filing, and other general office tasks.
5. Maintaining, in good order, all records and files assigned to this function and safekeeping of all company records.
6. Ensure that the company is properly and efficiently invoicing customers.
7. Prepares all schedules and documents requested by the Co-Owners.

DUTIES & TASKS

8. Maintains in good order all records and files, and ensures the safe keeping of all company records.
9. Responsible for all tracking and maintenance of any records as directed by the Co-Owners.
10. Listens to the Co-Owners when giving instructions and ensuring that all information is understood, and then performs per the instructions.
11. Prepare and submit to the Co-Owners any reports on recommended improvements in policies or procedures.
12. Process credit card payments.
13. Checking voicemail system for messages throughout the day. All messages need to be returned within an hour.
14. Reading emails on a regular basis and promptly returning customer emails.
15. Record and print monthly statements and newsletters.
16. Be the primary person to answer the phones.
17. Daily mailings and picking up the mail at the post office.
18. Make any account information changes as necessary.
19. Take customer complaint phone calls and respond with proper attitude and a high level of customer service.
20. Enter and print lawn, landscaping, and snow removal service estimates.
21. Make lawn and landscaping confirmation calls.
22. Maintains the working area in a neat, orderly and hazard free condition.
23. Ensures that all company transactions are conducted in an ethical and prudent manner.
24. Make bank deposits daily.
25. All federal, state, and local laws are being observed and documents are processed as required.

MEASURES OF PERFORMANCE

1. Supports the company and Co-Owners with accurate and timely information and reports.
2. Customer complaints about billing or bookkeeping errors are kept to a minimum and are quickly resolved.
3. All production data and payment information is entered properly and accurately.
4. Follow up calls on estimates are made daily with notes recorded for follow up.
5. All customer account information is kept current and accurate.
6. All collection calls are made and responses documented in lawn service software for review.
7. Answering the phone is prompt. Courteous, and with a high level of customer service.
8. Up selling to additional services and explanation of existing services.
9. Voicemail is checked regularly and messages are returned within one hour.
10. Emails are returned promptly.



11. The degree of morale and motivation is consistently maintained at a high level.
12. Supports company policies and regulations.
13. Gets along with other employees and is considered to be a team player.
14. Makes an effort to understand other segments of lawn service business and accounting areas in order to assist the Co-Owners in all administrative duties.
15. Taking pro-active initiative to become the first contact for all customer service questions.
16. Tardiness and absenteeism is less than 2%.

ADDITIONAL NOTES

I have reviewed and understand the job description and believe it to be accurate and complete. I can successfully fulfill each duty or task. I also agree that management retains the right to change this job description at any time.

Applicant Signature: _____ Date: _____

Reviewed By:		Date:	Click here to enter a date.
Approved By:		Date:	Click here to enter a date.
Last Updated By:	Brooke Gilbert	Date/Time:	3/10/14