

Job Description

Position Title: Administrative Assistant

Dept. /Division: Administration

Reports to: Office Manager
Store Manager

Employee Class: Class 2

Objectives: *Ensure the accurate and timely completion of accounting functions related to retail operations. Provide coordination and support to all managers, supervisors, and departments for activities related to retail operations. Assure the proper safeguarding of company assets. Assist with other division administrative functions as needed and directed by the Office Manager.*

Duties & Responsibilities:

Daily Operations:

- Responsible for ensuring that all telephone calls are answered quickly and that customers are being properly and professionally assisted. First person to answer retail calls, backup landscape calls as needed.
- Greet walk-in customers and assist with their needs. Backup landscape customers when landscape assistant is unavailable.
- Ensure that all outgoing mail is organized and sent out daily.
- Receive incoming mail, date stamp, and deliver as appropriate.
- Assist in the inventory control of office and operating supplies. Assist in managing use, finding least expensive vendors for purchasing, and reducing cost and waste in all areas.
- Maintain a clean and orderly work environment in the office at all times.
- Assist Store Manager for prepping for staff & Manager's meetings.
- Cashier or help out in retail store as needed. Provide back-up cashier approvals, assist with daily retail operations. Provide support as needed.

Cash Management:

- Assist Office Manager with processing Retail (or other companies) dailies as needed.
- Verify resale tax exempt customer transactions, batch monthly.
- Assure bank deposits are accurate and completed in a timely manner.
- Assist with daily safe, cash drawer, and gift certificate audits.
- Assure cash handling procedures are followed properly.
- Maintain change fund and obtain change as needed.

- Assure all manual checks have proper supporting documentation. Maintain check register and controls. Complete Check ledger as needed, and at least monthly.

Payroll:

- Assist with Retail Payroll verification and Time Clock Software employee maintenance & upkeep.
- Input retail time weekly, accurately and timely.

Human Resources:

- Assure employee files are complete and in compliance with all federal and state laws, regulations and company policies.
- Complete new hire paperwork for incoming employees, in an accurate and timely manner.
- Assist with hiring selection of incoming employees, including pre-screening, interviewing, and selection process.
- Assist with orientation training of new employees.
- Maintain current supply of all forms relating to personnel administration.
- Assist with creating and adapting guidelines for educating staff and creating employee training manuals.
- Assure employee purchases are properly documented for payroll deduction.
- Assist with management of employee clothing.

Receiving's:

- Ensure all Retail Invoices are properly coded and received into Counterpoint to ensure accurate Inventory Management.
- Make adjustments for damages in a timely fashion. Communicate with vendor regarding damaged or missing items and follow up for credits. Ensure all documentation is complete and accurate.
- Communicate price increases regularly to Store Manager, make adjustments as needed.
- Check in product as needed to ensure timely receiving.

Inventory Management:

- Ensure that material transfers and adjustments are processed accurately and in a timely manner.
- Assist with end of year inventory of store, as well as seasonal inventory checks.

Accounts Payable:

- Enter Retail invoices into appropriate software, accurately and timely.
- Follow up with vendors regarding credits.
- Verify Counterpoint adjustments and returns to vendors, etc. are complete.
- Assist with check runs, ensure checks are mailed out in time to avoid late fees and take advantage of any discounts available.

- Maintain payables files.

Accounts Receivable:

- Assist with Retail Customer account management.
- Process payments as received.
- Assist with Retail monthly statement mailings.

Rewards Program:

- Enter and maintain reward customer accounts in Counterpoint. Monitor and track point accumulation, adjust points as needed.
- Enter and maintain customer e-mail accounts in Constant Contact (or appropriate software). Manage e-mail lists, bounces, unsubscribed accounts, etc.
- Assist with quarterly reward issuance, including processing letters, mailing rewards, and point adjustment,

Advertising:

- Coordinate with Store Manager weekly regarding ad items for following week. Organize, research, and preparing ad folders and ad sheets weekly.
- Coordinate with Marketing Director and Office Manager weekly ad themes and ad items. Ensure all marketing and advertising is accurate and scheduled in a timely manner, including but not limited to: Website, Facebook posts, e-mail blasts, text updates, radio, and print advertising.

Plant & Delivery:

- Enter or phone in all blue Staking requests in a timely manner, ensure they are completed prior to crew going out.
- Schedule all Plant & Delivery work order requests, coordinate with customer, Plant & Delivery personnel, and other staff as needed.
- Handle all P&D call backs to customers, create and maintain a call back log, give proper information to crew and Store Manager.
- Coordinate P&D warranty checks, follow up with P&D personnel & manager, process credits as necessary, follow up with customer.

Landscape Department:

- Back up phone calls and greet customers as needed. First point of contact when Landscape Administrative Assistant is away/at lunch/etc.
- Assist with processing payments, supplemental dailies, invoice vouchering, and other miscellaneous duties, when administrative assistant is away.