



Landscape Sales Assistant
Helps achieve sales goals & provide excellent client service

Introduction:

Do you enjoy working in a family-oriented, small business atmosphere? Do you like a fast paced, challenging career where your efforts really make a difference? Do you thrive on providing an exceptional customer service experience? Are you a go-getter who is motivated by goals and incentives? Do you like the excitement of sales and working with a team?

If you answered yes to all of these, then your next **career** move is to Sun Valley Landscaping as our new Landscape Sales Assistant! We are expanding our team of 'A Players' and looking for a highly detailed, analytical thinker to join our team. The Sales Assistant will work with the design team to provide administrative support and serve our landscape clients from their initial call, all the way to the thank you call and handwritten card being sent. We offer a relaxed atmosphere where the whole team is working toward the same goals. No two days are the same around here and our fun group of landscape professionals make it enjoyable to come to work every day.

As an industry leader, Sun Valley Landscaping has grown 20 percent each year for the last two years and is on track to do the same in 2016. We have big goals and need **top performers** in order to reach them. Our team members are passionate, outdoor lovers, community leaders and come from diversified backgrounds. As a not-so-typical landscaping company, we offer a challenging, yet rewarding environment with high employee retention.

At Sun Valley Landscaping we believe in hiring team members that are not only top performers, but also fit our company culture.

The Sun Valley Way:

People come first.
We do it right (the right way).
It's all about the experience.
We take care in the craftsmanship.
Everyone is an owner.

Landscaping is our life. We wake up every day with the hope that we can allow others to enjoy the outdoors as much as we do.

Our Big Hairy Audacious Goal:

Sun Valley Landscaping will be a destination company that acts as a model for our city and for our industry, we will be considered the top landscape company & best landscape employer in Omaha.



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Objective & Responsibilities:

The Landscape Sales Assistant (LSA) is a highly detailed individual who thrives in working with clients and keeping processes organized. The LSA provides all administrative and sales assistance to the landscape division of Sun Valley Landscaping. The core objective of the LSA is to help the design team reach their sales goals and to provide legendary service to our clients by following a set process. This will be accomplished by performing the following tasks:

- Qualify and process incoming leads for the landscape division.
- Set up initial sales meeting, create client file and update CRM program.
- Send designer bios to clients and confirm / reschedule upcoming appointments.
- Maintain sales reports and sales team scoreboard.
- Follow up with designers and enforce accountability to due dates.
- Proactive communication to clients regarding bid status and sales updates.
- Assist Senior Designer (SD) with data entry, correspondents and administrative tasks.
- Input SD estimates into QuickBooks and prepare sales folder (plant photos, design, etc)
- Assist SD with vendor research, costing and verifying material invoices.
- Assist SD with updates to quotes, client follow ups and pending sales.
- Send thank you cards and emails to clients and prospective clients.
- Confirm scope of work & assist SD in creating sales orders and job packets for sold jobs.
- Send out contract agreements, warranty info and ensure receipt of down payment.
- Work with Project Manager (PM) to confirm schedule dates and update clients.
- Assist PM with daily production sheets, receipts, purchase orders & job costing reports.
- Assist Office Manager (OM) with job file information and accuracy for billing.
- Assist OM with KPI reports, man hour tracking and daily job reports.
- Provides general assistance to SD and PM to respond to client request, emails and troubleshoot problems to provide our clients with the best possible service.
- Work with sales and production staff to create priority to-do lists for clients.
- File and organize all paperwork flow for the landscape division.
- Send invoices & statements to clients and ensure receipt.
- Manage account receivable balances, collections and receive payments.
- Call clients for end of job feedback, request website reviews & ask for referrals.
- Assist Business Developer with cross-selling, surveys, marketing initiatives & events.
- Receive phone calls & messages, provide assistance or direct to the appropriate person.
- Provide customer service relating to schedules, sales, billing and client request.
- Assist OM with on-site visitors, phones, filing and keeping the office neat & tidy.
- Perform miscellaneous administrative tasks (ie sort mail, filing, data entry).
- Participate in strategic planning and company initiatives.
- Proactively seek new opportunities by networking and participating in civic events.





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Accountability:

- ✓ Landscape sales goals
- ✓ Landscape sales KPI's (conversion rate, lead-to-bid time)
- ✓ 24-hour response to all service request
- ✓ Accurate and timely lead sheets, proper lead qualification
- ✓ Contract agreements and client payments
- ✓ CRM and sales report updates
- ✓ Client satisfaction rates and reviews.
- ✓ Office tidiness and organization
- ✓ World-class communication to clients and employees.

Direct Reports & Relationships:

- The Landscape Sales Assistant will report to the General Manager and work under the direction of the Senior Landscape Designer.
- The LSA will work closely with the Office Manager, Business Developer and GM to accurately process lead sheets, maintain sales reports and provide admin assistance.
- The LSA will work with production managers on daily billing, job costing, KPI reports, company procedure checklist, client communication and daily route sheets for crews.
- The LSA will assist all sales people in performing administrative duties.

Experience, Skills & Education:

- 5+ years combined experience in administration, sales & customer service.
- Experience in the Green Industry, construction or service related fields is preferred.
- Associates degree (preferably in business administration).
- Expert level computer skills - Office suite, CRM programs, payroll software & QuickBooks.
- Experience working with clients in a sales setting is a must
- Experience in performing administrative & clerical duties is a must.
- Experience with production related activities (purchasing, scheduling, and billing) preferred.
- Valid driver's license and clean driving and criminal record.
- Bilingual in English and Spanish is a PLUS
- Excellent written and verbal communication skills.
- Ability to maintain a professional, positive and cooperative demeanor at all times.
- Outgoing individual who enjoys interacting with people and is comfortable selling.



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Success Factors:

- Possess a genuine love for the outdoors and landscaping.
- Highly detail-oriented person driven by task accomplishment & organization.
- Consistently behaved person with strong core values & integrity.
- Requires minimal supervision and consistently delivers above-average results; success driven
- Outgoing individual who finds it easy to make new friends and talk to new people.
- A person who loves working with numbers and organizing things; meticulous.
- Problem solver, patient individual who enjoys controlling chaos
- High energy, self-driven individual with strong leadership & persuasion skills
- Comfortable constantly communicating with members of staff and clients.
- Takes enjoyment in serving and providing value to others, enjoys working with a team
- Enthusiastic, positive, cheerful and passionate person
- Driven by a desire to accomplish company and personal goals
- Able to deal with uncertainty and changing working conditions on a daily basis (stress)
- Can handle criticism and accept responsibility for the actions of others
- Ability to make quick judgment decisions based on logic and research
- Able to identify the most important priorities and act accordingly on a daily basis
- Thrives under pressure, handles stressful situations in a calm and collective manner
- Ability to maintain a proficient, yet teachable attitude at all times
- Strives for constant improvement and enjoys working in environments of growth and change
- Punctual and reliable person that can be counted on
- Enjoys researching and finding answers on your own, independent thinker, problem solver.
- Curious person who will enjoy learning new skills from others.
- Good with follow through and holding themselves and others accountable to deadlines.
- Ability to deal with difficult people and respond to urgent requests.

Working Schedule:

- Typical days are 8am-5pm, Monday-Friday.
- Must be willing to work longer hours & weekends when needed to get work done.
- Landscape Sales Assistant will work 40-45 hours per week during the season.
- Hours are more flexible in the winter but full time work is available.
- Must be comfortable with a highly seasonal job and enjoy the change of pace
- Business casual dress code.





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Compensation & Benefits:

- Relaxed company culture (we work hard, but like to have fun!)
- Numerous company events with opportunities to involve your family
- Hourly wage of \$13-\$16 DOE
- Incentive structure allowing for additional earnings
- Total PTO of 5 days (3 paid holidays and 2 paid personal days)
- Reimbursement of \$.50 per mile for driving own vehicle for work related purposes.
- Yard & service discounts for immediate family
- Simple IRA plan available after one year (3% match)
- Health insurance available after 90 days
- Half price zoo memberships
- Monthly company BBQ's
- Paid paternal and maternal leave
- Much more....



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