



## Office Manager

*Runs the office and keeps the team organized*

### ***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 enjoy working with numbers and bringing order to chaos? Do you thrive on providing an exceptional customer service experience? Are you a go-getter who is motivated by goals and incentives?

If you answered yes to all of these, then your next **career** move is to Sun Valley Landscaping as our new Office Manager! We are expanding our team of 'A Players' and looking for a highly detailed, analytical thinker to join our team and run the office operations. The Office Manager will keep the team organized by leading our administrative staff in providing daily support and reporting for our crews and clients. 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 Office Manager (OM) is a highly detailed individual who thrives in coordinating & managing multiple tasks and priorities in an efficient way. The OM is the office leader who is accountable to keeping all communication and paperwork organized and timely. The core objectives of the OM is to provide legendary service to our clients and support all members of the Sun Valley team by providing administrative duties such as scheduling, billing, job costing, payroll, HR compliance, and record keeping. This will be accomplished by performing the following tasks:

- Correctly process daily production sheets for billing, job costing and KPI reports.
- Verify and enter all payroll hours on a daily basis and produce payroll reports.
- Collect and organize all purchase orders and receipts, matching to jobs or accounts.
- Enter man hours, materials and retrieve change orders for daily invoicing & job tracking.
- Send invoices & statements to clients and ensure receipt.
- Manage account receivable balances, collections and receive payments.
- Produce daily KPI reports and share with the GM.
- Organize all paperwork, receipts and files to assist Accounting.
- Partner with production managers to produce schedules & crew sheets for the next day.
- Proactive communication with clients as it relates to service schedules.
- Receive phone calls & messages, provide assistance or direct to the appropriate person.
- Provide customer service relating to schedules, sales, billing and client request.
- Qualify and process incoming leads and maintain sales reports and sales scoreboard.
- Assist supply yard with purchasing, inventory and contractor credit account processing.
- Assist the Fleet Mechanic with purchasing, receipts, record keeping and reports.
- Schedule and adjust appointments for sales and account managers with clients.
- Welcome on-site visitors and provide assistance or direction to correct department.
- Maintain a neat and tidy office space, filing systems and common areas.
- Provide internal communication and postings for staff in the employee center.
- Perform miscellaneous administrative tasks (ie sort mail, filing, data entry, IT).
- Maintain facility and office supply inventory and order new supplies, manage IT needs.
- Process employee paperwork and keep files & contact information up to date.
- Assist with new applicant screening and set interview appointments.
- Assist with employee orientation, new hire paperwork and onboarding.
- Manage & track PTO, safety records and employee attendance.
- Prepare bi-weekly payroll reports for department sign off and entry.
- Provide assistance and tracking of apparel and employee uniforms.
- Participate in strategic planning and company initiatives.
- Assist with company improvements and employee events.
- Work with the production managers to organize, schedule and bill snow removal operations in the winter (same responsibilities as above).



***Accountability:***

- ✓ Daily KPI reports to the GM
- ✓ Daily crew sheet verification, correction and data entry
- ✓ Daily payroll reports
- ✓ Daily billing and account receivable collection
- ✓ Daily sales reports and lead tracking.
- ✓ Client & employee satisfaction rates.
- ✓ Daily green sheets, schedules, CRM, master lists, job packets and job files
- ✓ Office tidiness and organization
- ✓ World class communication to clients and employees.

***Direct Reports & Relationships:***

- The Office Manager will report directly to the GM on a daily basis.
- The OM will work closely with the Bookkeeper, Landscape Project Manager, Maintenance Production Manager, Fleet Mechanic, Nursery Manager and Supply Yard Manager to properly coordinate all services, staff, equipment, and paperwork.
- The OM will work with production managers on daily billing, job costing, KPI reports, company procedure checklist, client communication and daily route sheets for crews.
- The CEO will coach and assist the OM to allow for the best opportunity to succeed.

***Experience, Skills & Education:***

- 5+ years combined experience in office management, bookkeeping, HR & customer service.
- Experience in the Green Industry, construction or service related fields is preferred.
- Bachelor's degree (preferably in business administration).
- Expert level computer skills - Office suite, CRM programs, payroll software & QuickBooks.
- Experience leading an office or department is a must.
- Experience in HR administrative duties and compliance is a must.
- Experience with accounting, billing, accounts receivable and customer service a must.
- 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.
- Extremely trustworthy individual with a proven track record of responsibility & privacy.



***Success Factors:***

- Possess a genuine love for the outdoors and landscaping.
- Extremely trustworthy person capable of handling the most private of information.
- 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
- Ability to process an ever increasing number of variables in an organized fashion.
- The type of person that loves making a great excel sheet!
- Focused person who is able to understand the minute details of our business.
- 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 45 members of staff and hundreds of clients.
- Takes enjoyment in serving and providing value to others, enjoys working with a team
- Enthusiastic, positive 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
- Strategic thinker capable of creating and implementing systems
- 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.
- Deep understanding of how accounting and HR systems work, professional.

***Working Schedule:***

- Typical days are 8am-5:30pm, Monday-Friday.
- Must be willing to work longer hours & weekends when needed to get work done.
- Past Office Managers have worked 50+/- hours in the spring and 40 in the winter.
- Available for all winter snow events, ability to work odd hours overnight when needed\*
- 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
- Total compensation of \$36,000 - \$48,000 DOE
- Incentive structure allowing for additional earnings
- Potential signing bonus based on experience
- 2+ weeks PTO (no vacation from March 15 – June 15)
- Paid holidays (total of 10)
- Cell phone included (unlimited plan)
- 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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