



D&D Mulch and Landscape, Inc.

Office Administrator Job Description

Job Background:

D&D Mulch and Landscape, a local company selling exterior yard products (loam, mulch, decorative stone) and construction aggregates (gravel, sand, fill, stone), is expanding its operation and looking for an experienced person to add to their growing team.

This seasonal full-time position has been created to increase sales to new customers, as well as within established customer base of contractors, landscapers, and residential customers. It also consists of office administrative duties.

The Office Administrator is responsible for assisting the Office Manager in their everyday tasks. This is a new position with a lot of growth potential for the right person. Our company has many long-term employees who have developed personally and professionally with our company over the last 25 years.

Job Responsibilities:

The Office Administrator is expected to:

- Assist in opening the facility in the morning
- Assist in closing the facility in the evening
- Review and respond to all email and voice messages that come in overnight
- Receive orders and take payment from customers
- Assist walk-in customers in the product yard
- Answer multiple phone lines (up to four), which will include screening calls for upper-level management
- Have excellent note-taking skills
- Understand and be able to use Microsoft Office (Word/Excel)
- Manage product inventory by entering orders into the D&D computer system
- Handle any complaints or grievances from customers
- Communicate with management regarding the everyday operation of the facility
- File various types of paperwork using the current filing system
- Fax document as needed by upper-level management
- Lightly clean the facility as needed or asked by upper-level management
- Be able to do general office work not listed above

Required Education:

- High School or equivalent

Required Skills:

- Quickbooks Online and Accountant is preferred; however, we will train if necessary
- One year of customer service

Required Experience:

- One year of either Office Assistant OR Office Manager OR Office Administrator