

**Shadywood Tree Experts, Inc.**  
**Job Description**

**Job Title:** Full Time Administrative Support

**Reports To:** Office Manager/Owners

**FLSA Status:** Non-Exempt

**Summary:** Accounts Receivable Specialist and Consulting Arborist Support Staff

**Duties and Responsibilities**

- **Oversee accounts receivable**
  - Check in with customers via phone/text/email to see how the job went and if they are satisfied
  - Collect and process payment for the work if the customer is satisfied
  - Invoice all jobs - including daily printing and emailing invoices along with weekly batch invoicing
  - Provide weekly reports on accounts receivable to management
  - Other duties as assigned
- **Consulting arborist support**
  - Learn and work within software system Arborgold
  - Assist with arborists' calendar management, including setting and adjusting appointments with customers, staff meetings, safety trainings
  - Move or review items on the work scheduler
  - Checking status of current approved jobs
  - Correspond with customers with updated job proposals and changes, and assist with sales reinforcement for proposals not yet accepted
  - Be a direct line for receiving payment from customers on a daily basis
  - Make adjustments to billing invoices
- **Assist with answering phones/emails from customers**
- **Other duties as assigned**

**Education/Experience:**

High school diploma or general education degree (GED); and equivalent combination of education and experience.

**Knowledge, Skills and Other Abilities:**

- Positive attitude and eagerness to work as part of a team
- Excellent communication skills, including on the phone and over email
- Attention to detail
- Flexibility and ability to prioritize many tasks in a fast-paced environment that changes day to day
- Professionalism with both customers and colleagues

- Comfortable using web/cloud based software and learning new software for tree care industry and billing
- Comfortable using Google suite (email, Google docs, Google sheets)

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands; reach with hands and arms; climb or balance; stoop, kneel, and talk or hear. The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus, and ability to see color.