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## **Office Manager – Inside Sales**

### Job Description

This position reports directly to the General Manager and plays a vital role in the efficient and organized operation of the nursery office, therefore, all duties will be carried out in a professional and business-like manner, per company policy and office policies and procedures. Oversees daily work as needed of all front office staff and sets the tone for a positive, professional, productive, and fun work environment.

The Office Manager – Inside Sales position is a full-time year-round position.

The hours of the office operation are from 7:00 a.m. – 4:00 p.m. Monday through Friday. April 1<sup>st</sup> through November 30<sup>th</sup> and 8:00 a.m. – 4:00 p.m. December 1<sup>st</sup> through March 31<sup>st</sup>.

Compensation: TBD

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### **Office Manager Responsibilities**

- Direct and oversee day to day operations of the front office per company policy, and front office SOP's while delivering the highest level of customer service.
- Ensure office is covered during hours of operation and lead by example.
- Ensure necessary office supplies are in stock per operating budget and the office machines are kept in good working order. Discuss repairs and replacement of equipment with general manager.
- Facilitate collaboration between nursery order fulfillment team and the front office team to ensure orders are fulfilled and ready for pick up or delivery per the requirements of our customers.
- Manage Certificates of Resale and Sales Tax Certificates for tax exempt customers.
- Manage daily invoicing, ensuring that all customers are billed accordingly and accurately. Receive and allocate all payments via US mail, ACH and Point of Sale. Balance and close out Point of Sale daily.
- Manage cash box, ensuring receipts are provided and coded properly for expenses and balance cash box as necessary.
- Manage accounts receivable and collections on a weekly basis per the weekly aging report. Keep customer files up to date and bring any collection issues to the attention of the general manager in a timely fashion.
- Process credit applications and follow up accordingly with applicants.
- Manage annual catalog preparation and production.

- Update annually information contained in garden center tags for garden center customers.
- Complete all year end procedures (filing, re-organizing, all preparation required for upcoming season).
- Hire, train, and manage seasonal front office staff.

### **Inside Sales**

- Actively seek out new prospects, arrange for introductory meeting, lunch 'n learns, or nursery tour.
- Be present at industry networking events and focus on creating relationships and developing new business.
- Assist with development, staffing, set-up and tear-down of Montale booth at industry trade shows.
- Must possess a working knowledge of Montale products and their cultural requirements, size, and design attributes.
- Conduct sales calls December through February to maintain existing accounts.
- Collaborate with general manager on developing educational tools to assist our customers and promote our products.
- Prepare and send out weekly electronic newsletter, weekly current availability, and manage all social media (FaceBook, Instagram, LinkedIn, Website).
- Prepare marketing materials as requested by general manager.

### **Key Skills and Requirements**

- Proficient in Microsoft Office Suite and Adobe Photo Shop.
- Degree in Horticulture a plus but not a requirement.
- Leadership
- Communication, negotiation, and relationship building skills.
- Adaptability
- Organized

### **Compensation**

- 401K
- Paid Holidays and vacation
- Company cell phone
- 10% discount on nursery products
- Group Life Insurance
- Health Insurance
- Annual Salary TBD