

# Smiling Dog Landscapes

## Job Description: Sales Assistant

### Summary

Support the salesperson and office through coordination, preparation, and completion of tasks related but not limited to sales functions, scheduling, and communication with clients and office staff. Assist salesperson by streamlining and organization of tasks, as well as complete any tasks which facilitate or expedite sales-related projects. Entry level position for the candidate who aspires to a position in landscape sales and design, or as a personal assistant.

### Responsibilities

- **Process Leads**  
Vet all leads and obtain all relevant information from a client and check salesperson's calendar for earliest availability and schedule an appointment. Notify salesperson about date and time of appointment, as well as any issues which need to be researched in advance for the client.
- **Manage Information and Scheduling with Homeowner's Associations**  
Contact homeowner's associations to request forms and obtain guidelines as needed. Ensure that forms are submitted to HOAs in a timely manner. Schedule meetings with HOAs, put these meetings on salesperson's calendar, and notify salesperson about meeting(s) that have been scheduled.
- **Assist with Preparation of Landscape Design Materials**  
Obtain HOA guidelines and determine if client has plot plan of property.
- **Manage Supply Inventory**  
Ensure availability of supplies, including but not limited to office supplies, marketing materials, and copies of necessary documents.
- **Manage Calendar for Salesperson**  
Monitor and update salesperson's calendar as needed. Notify salesperson about upcoming meetings or appointments; provide organization and reminders for follow-ups.
- **Coordinate with Office Schedule and Process Updates**  
Keep Smiling Dog office current with status updates of all bids and leads, including changes when work is in progress. Write change orders or addendums as needed.
- **Prepare Job Folders and Paperwork**  
Once salesperson has sold a job, and has collected the signed contract and deposit, assistant will prepare all materials and organize them into a job folder and submit it to the office. Sales assistant will be trained in form preparation and related tasks.
- **Serve as Communication Liaison**  
Act as a communication liaison between salesperson, client, and office to keep a regular flow of information. For instance, if clients cannot reach the salesperson, they may call the assistant,

who will track down and relay necessary information to the appropriate party or parties, which may be the salesperson, production and/or construction managers.

- **Represent Company in a Professional Capacity**  
Act as company representative at events as needed.
- **Maintain Status Logs and Daily Workflow Updates**  
Maintain status log of all leads, following up with salesperson daily for updates and providing salesperson with reminders of necessary tasks. Daily meeting may be held every morning for at least 5 minutes, and will be used to gather information, prioritize tasks, and organize workflow.
- **Prepare Expense Reports**  
Prepare expense reports on behalf of salesperson.
- **Manage Customer Satisfaction Process**  
After a job is complete, assistant will follow up with the client with a phone call (at 30 days or designated check-in time) to insure customer satisfaction.

### **Job Requirements**

- Excellent communication and organization skills
- Customer oriented and solid team player
- Interest in the environment, particularly the Sonoran Desert.
- Ability to work independently with attention to detail
- Promptness
- Valid Arizona driver's license and clean driving record

### **Preferred Experience**

- Front Office experience
- Knowledge of native plants and landscaping a plus
- Associate or higher degree in earth sciences, landscape design, or related field a plus
- Previous work in a customer service environment a plus

### **Compensation and Hours**

Compensation will be dependent upon skill set and experience level.