

Office Admin Assistant

The Ferguson Tree Nursery is looking for an Admin Assistant to work 30-40 hours a week, year-round.

Key duties include:

- Administration
 - General office administration including filing, phone and office reception and light cleaning
 - Administrative support to the Directors, Board and management staff
 - Support for Sales & Business Development (preparing marketing materials, phone sales support, providing reports, data entry for inventory, following up with customers with respect to order pick-ups)
 - Shipping and Receiving
 - Order processing, invoicing, processing payments and returns, following up on Accounts Receivables
- Customer Service
 - Interact with customers on the phone, in-person and by email to maintain positive relationships and meet needs as possible
 - Use discretion to understand when a customer needs to be referred to another staff member

In addition, the position requires someone who is hardworking with the right combination of work ethic, enthusiasm and pride in their work and who communicates well and works well in a team environment. The role is diverse and requires someone who multi-tasks well and is organized. The role also requires good judgement and problem solving skills.

To be successful in this role, you will:

- Have completed a 2-year College program in Business Administration, Office Management, Small Business Management or related education required. Courses in sales and/or marketing would be an asset.
- Be highly adept in the Microsoft Office Suite, particularly Word and Excel, in addition to Adobe Acrobat
- Have strong communication skills both on the phone and in writing. You communicate in a clear, concise manner using appropriate vocabulary, grammar, punctuation and tone and demonstrate professionalism in non-verbal communication and body language. You effectively adjust communication style to the needs of the situation and audience.
- Be customer service oriented as demonstrated by an outgoing personality, the ability to engage customers, a desire to meet and exceed customer needs, and an ability to follow through.
- Have strong organizational skills which you use to prioritize and manage workflow in order to meet deadlines on competing deliverables.
- Have the ability to problem solve through thoughtful analysis of situations, including collecting data, identifying causes of problems and researching solutions.
- Be willing to collaborate, share knowledge and serve as a resource to others. You build trust with team members by meeting expectations and deadlines, following through on commitments and communicating effectively. You demonstrate respect of cultural and individual values, listen to and carefully consider the input of others, and consistently treat everyone with dignity, respect and fairness.

This is a year-round position, 30-40 hours per week, generally 8:00am to 4:30pm; some extended hours may be required during spring busy season. The Ferguson Tree Nursery offers a competitive package of wages and benefits including an RSP matching plan.

Compensation: \$16-19/hour

Only applicants chosen for an interview will be contacted.

Please forward resume and cover letter as 1 document in Word or pdf format to careers@fergusontreenursery.ca.

Application deadline September 28, 2020.