



**KRAMER TREE SPECIALISTS, INC.**  
**300 CHARLES COURT**  
**WEST CHICAGO, ILLINOIS 60185**

<b>Job Description:</b>	<b>Office Manager</b>	
<b>Reports to:</b> Director of Operations		<b>Department:</b> Office
<b>Location:</b> Kramer Tree Specialists - West Chicago		<b>Last Updated:</b> 1/25/24

*The following is a list of specific duties, which are considered to be essential functions of the Office Manager position. The list is not exhaustive, as all positions at Kramer Tree Specialists are dynamic. This is consistent with our need to be flexible and responsive to the needs of our customers. The employee who occupies this position is expected to assume any/all duties assigned by management irrespective of whether such duties are specifically included in this list.*

**MAJOR OBJECTIVES:**

The main objectives of the Office Manager position are to provide direction, supervision, accountability and support to front office personnel as needed while providing an exceptional communication and client service experience for both internal and external clients. Office Manager will be accountable for timely and effective coordination of all non-plant health care invoicing, accounts receivables management. Maintain and order all office supplies for all departments and coordinate all office equipment vendor needs, including printers, scanner or any other equipment needs. Office Manager shall work closely with all Department managers and provide support as it relates to office needs, including client service, invoicing, account receivables management and overall client experience.

**ESSENTIAL FUNCTIONS:**

- Effectively manage and lead the front office personnel through support, guidance, necessary training and annual performance reviews with staff to ensure an exceptional client experience and adherence to internal policies and procedures.
- Develop accountability for all front office personnel to adherence of all Kramer Tree Specialists policies and procedures by means of interactive management principles and techniques.
- Develop position assessments for all front office staff, train and assess work performance and accountability.
- Provide training and cross-training of department tasks and standard operating procedures to assure consistent coverage and functionality of the office tasks and responsibilities.
- Ensure accurate and timely completion of all service requests received via phone, email, social media or any other lead generating service.
- Manage and coordinate all invoicing and accounts receivables for all non-plant health care services to be consistent, timely and accurate. Ensure timely delivery of monthly statements and reports, along with adherence to policy for account receivable follow ups and documentation.
- Provide all job cost tracking and reporting needs for all services, excluding plant health care
- Participate in annual snow and mulch product/services meetings to assess performance and provide reporting as needed for pricing adjustment needs.
- Enforce account receivable actions such as intent to lien letters, lien enforcement or working with legal partners to complete account receivable acquisition.
- Supervise and support Credit Card & Check Deposit procedures.
- Supervise and coordinate adequate support of the mulch window activity.
- Supervise and coordinate Brush & Leaf Collection Service Maps.
- Address client complaints with tact, promptly resolve them and/or direct them to the appropriate personnel who can resolve them in a timely and professional manner.
- Ensure all office related notices are posted throughout the building, includes internal job postings, office hours, etc.
- Assure that all office supplies are inventoried and stocked in accordance to operational demands and needs.

- Oversee the maintenance & repair of office equipment including copiers, fax machines, etc. in conjunction with support from other office personnel.
- Facilitate Office Staff weekly safety and update meetings, regularly providing an environment for open feedback form team members.
- Participate in monthly management staff and safety task force meetings to continually grow and advance the Office Department and staff members, in line with company goals and continual improvement.
- Manage and participate in budget development as it pertains to the Office Department.

**REQUISITE KNOWLEDGE, SKILLS, & ABILITIES**

- The proven ability to manage, service, and support all levels within an organization with a positive attitude as well as, the ability to handle highly sensitive data in an appropriate manner.
- Ability to sit or stand for extended periods of time utilizing a computer, typing, answer phone calls or in person action at the front window.
- Ability to lift a minimum of 20 lbs.
- Excellent verbal and written communication skills; excellent organizational skills, accuracy and attention to detail.
- Minimum of 2 year experience and proficiency with MS Office - Outlook, Word, Excel, PowerPoint.
- Minimum of 2 years experience in sending client invoices utilizing client management software or other electronic means.
- Minimum of 2 years experience assisting with accounts receivable duties and responsibilities.
- Proven ability to effectively handle and prioritize a high work load volume, while maintaining a supportive and productive attitude and employee work environment.
- Strong work ethic and belief in personal accountability.

**PREREQUISITES:**

- Desired minimum of one year of office management experience, preferably with supervisory and/or team building responsibilities and expectations.
- General accounting background and exposure to an accounting software package.
- Associate or Bachelor's in Business Administration desirable.

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Employee Signature

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Date

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Manager Signature

\_\_\_\_\_  
Date