



Job Opportunity: Administration and Customer Service Manager

Background

Arborist Tree Care Ltd provides a high quality, professional tree care service to residential and corporate clients throughout Sheffield and into the Peak District. ATC was set up in 2006 by Andy Harvey, who still manages the company and operates as head arborist. Throughout that time, the company has built up a strong client base and reputation for sympathetic tree surgery with great customer relationships.

The role

Administration and Customer Service Manager. We want customers to experience a positive, friendly, professional service from start to finish, such that the administration of their tree work matches the quality of the Arboriculture for which we have such a strong reputation.

Tasks

This role involves management of every aspect of the customer experience, from first contact to gleaning feedback after the work is completed and the job invoiced. Tasks include:

- Managing communication with customers, including answering the telephone and responding to emails
- Keeping in regular contact with the rest of the team on the field
- Scheduling quoting days for the head arborist, determining the best route and adjusting according to customers' requirements
- Processing and issuing quotes to customers, following up, responding to queries and keeping them informed of the progress of their enquiry
- Scheduling of accepted jobs for the team.
- Keeping records of all conversations with customers and their enquiries
- Managing CRM software to ensure a smooth flow through the process
- Invoicing customers
- Requesting feedback and encouraging positive reviews online

The person

With these tasks in mind, we are looking for someone who:

- has exceptional communication and customer service skills,
- has a keen eye for detail,
- is highly organised, able to prioritise and multitask,
- is proficient using Google Suite software & Microsoft Office software,
- is adaptable to new challenges and changing opportunities,
- with administrative intuition to help develop the most efficient system moving forward.

Some previous office / administrative experience would be desirable

Terms

We envisage the role taking about 20 hours per week. It can be done from home and can be somewhat flexible, though some core hours are required each weekday. This can be discussed further at interview.

An hourly rate from £13-£15/hr depending on experience.

28 days paid holiday (including 8 Bank Holidays). Optional Pension Scheme.

Taking things further

If you're interested in this role or have any questions, please contact Vicky Amos:

email info@arboristtreecare.co.uk or telephone 07894 801601.

If you intend to apply, please email a covering letter and copy of your CV to info@arboristtreecare.co.uk no later than 3rd March 2025.