

FIRST IMPRESSIONS COORDINATOR

APPLY AT WILLOWGROVELANDSCAPE.COM/CAREERS

ABOUT

WillowGrove is a four year old landscape design, build, and maintain company proudly serving the Northshore communities. The culture at WillowGrove is based on the six core values of Integrity, Passion, Service, Quality, Teamwork and Relationships. Our mission is to enhance the lifestyles of our community both within our company and by serving our clients. WillowGrove is growing fast and we are looking to add crucial leadership positions to the team to set a foundation for future growth and high quality projects.

POSITION | First Impressions Coordinator

The First Impressions Coordinator is a highly visible, polished professional who creates exceptional customer experiences while executing day to day operations. It is necessary to be an expert communicator, have the ability to work in a fast pace rapid growth environment, and understand the importance of being a team player. The First Impressions Coordinator is the "go to" person for all clients as well as internal team members.

ROLES AND RESPONSIBILITIES (but not limited to):

EXPERIENCE

- Greet and welcome all clients and team members in person and phone
- Answer and direct incoming phone calls
- Provide a highly hosted experience for all guests and internal team members
- Review and execute tasks for each client lead
- Complete Client and Employee Onboarding processes

OFFICE MANAGEMENT

- Maintain inventory for office supplies, refreshments, uniforms, branded merchandise etc.
- Perform opening and closing checklists
- Daily communications
- Receive, sort and deliver mail
- Locate, price and place plant orders
- Submit bid requests to various vendors for job materials
- Maintain online filing system
- Assist various departments with miscellaneous projects as needed

ADDITIONAL INFO:

- Compensation will be based on experience and value added to the company
- Benefits: Great Culture, Team Building, Health Insurance, Dental & Vision, Career Advancement, Work-Life Balance, Paid Time Off, Company Vehicle and/or Gas Allowance
- Qualifications: Excellent communication, interpersonal and organizational skills; Outgoing, high energy, creative, confident; A passion for customer experience and impeccable customer service to internal and external customers; Commitment to providing high-quality professional interactions; Ability to analyze situations and solve problems, calmly, effectively, efficiently and professionally to minimize negative impact on the user; Technologically savvy; Flexibility and adaptability in an ever-changing environment; Naturally observant and curious; Ability to think creatively and outside the box daily; Team player; Ability to take a negative situation or feedback and act on it to turn it around; Ability to work independently with little or no supervision; 2+ years experience interacting with customers; Knowledge of Microsoft Office

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WILLOWGROVE
LANDSCAPE

74034 LA-1077
SUITE 7
COVINGTON, LA 70435
985-327-7757