



Our mission is ... to approach every job with professionalism, integrity, and the skills to mitigate safety hazards.

Administrative & Operations Assistant

Jones Family Tree Service | Trinity County, CA – Partial Remote-Optional |

At-Will | Non-Exempt | Compensation: \$25-\$30/hr

Job Description

Position Summary

The Operations Coordinator supports the owner across scheduling, compliance, bookkeeping, contracts, and business development for JFTS, a Trinity/Humboldt County forestry and tree service company. This multi-function role suits someone who manages detail-heavy administrative work independently and knows when to escalate decisions to ownership. You'll work closely with the owner and operations leadership in a small, fast-moving company where your contribution is visible and your judgment is trusted. This position includes two days per week in our residential home based Trinity County office located in Salyer CA, with remote flexibility for the rest based on your preference and business needs.

Onboarding moves quickly: license and compliance ownership builds over the first several months, largely by navigating unfamiliar agency processes independently, trial and error included. Client-facing duties follow once we've had a chance to observe your communication style. This role rewards tenacity and self-direction over step-by-step guidance, someone who owns a problem until it's resolved rather than waiting to be told how. To support that independence, JFTS maintains relationships with outside compliance resources, including APEX Accelerators and the Small Business Development Center (SBDC), for navigating unfamiliar licensing or regulatory processes.

This is an at-will position: either party may end the relationship at any time, with or without cause or notice. That said, we're looking for someone mission-driven, invested enough in the work to give ample notice if the fit isn't right. The impact of this role is felt throughout the company, so open communication about successes, challenges, and needs matters as much as the work itself. Hours may vary with business workload and seasonal demand, and responsibilities may shift as the role evolves.

KEY RESPONSIBILITIES

Scheduling & Calendar Management

- Manage the owners' and operational management's calendar, appointments, and daily schedule.
- Proactively identify scheduling conflicts and keep operations running smoothly.
- Weekly task management review via a shared tracker (Google Sheets or similar); tasks are archived, not deleted, maintaining a full operational record.
- Maintain an organized, up-to-date job, proposal, and market research pipeline

License & Record Keeping

- Execute renewals and compliance actions for all business licenses and registrations, including DOT, DIR, Motor Carrier Permit, CSLB, SAM.gov, SBA awards, VIPR, CAL FIRE Hired Equipment list, and others as they arise
- Maintain a compliance calendar flagging renewal/action dates in advance so nothing lapses
- Initiate renewal or compliance processes proactively when deadlines approach; owner does not need to prompt this
- Research and reach out to outside resources (agencies, licensing bodies, consultants) as needed to complete unfamiliar or new processes; trial-and-error is expected and acceptable.
- Flag anything requiring an ownership or management decision (new licensing type, unclear requirement, cost/scope questions) rather than proceeding unilaterally.

Invoicing, Billing & Bookkeeping Support

- Generate and send client invoices using company software.
- Record payments and maintain organized financial records.
- Coordinate with the owner and outside accountant & bookkeeper as needed.
- Complete and process Run ADP payroll with job costing.
- Ensure all financial software is linking together. Check byweekly.

Contracts & Document Management

- Organize and maintain contracts, certificates of insurance, vendor agreements, and project documents.
- Track certificate of insurance renewals for vendors and subcontractors.
- Ensure records are tidy and up to date.
- (Eventually: Support grant or bid preparation and contract documentation for agency submissions.)

Market Research & Business Development Support

- Maintain Market Research Pipeline:
 - Log incoming RFP/RFQ/proposal requests (received from owner) onto the shared calendar/tracker.
 - Add bid walk to calendar if required for that contract.
 - Add proposal submission deadline to calendar, with a 1-week advance reminder.
 - Add award date to calendar.
 - Once a contract is awarded (to any bidder), continue PR Request for the award information.
 - File resulting award/pricing data for market research reference.

- Maintain contractor relationships with smaller entities (cities, schools, businesses, non-profits, conservation districts) to ensure JFTS is contacted when bid opportunities arise; expand the contact list as time allows.

Photo & Documentation Pipeline

- Create before & after photo albums for each Forestry & Tree Service job prior to job start.
- Add photos to job files/albums as work progresses.
- Organize and finalize before & after photos for upload to:
 - Google Business Profile.
 - Work order / invoice documentation.

Client Communication & Phones

- Answer incoming calls and respond to client inquiries promptly and professionally.
- Serve as the first point of contact for new and existing customers.
- Schedule estimate appointments, confirm jobs, and follow-up and thank-you communications.
- Handle client concerns with patience and escalate to the owner as needed.

REQUIRED QUALIFICATIONS

- Superb customer service skills; professional phone and written customer communication skills.
- Proven ability to manage multiple priorities independently without daily supervision.
- Tenacity to be self-guided learning new tasks as needed.
- Proficiency with Google Workspace or Microsoft Office; comfortable learning new software quickly.
- Comfortable researching and navigating regulatory/compliance processes independently, including reaching out directly to agencies or licensing bodies.
- Valid California driver's license and ability to travel to the office or job sites in Trinity/Humboldt County.
- Trustworthy and discreet with confidential business and employee information.

PREFERRED QUALIFICATIONS

- 2–4 years of administrative, office management, or business support experience.
- Experience with invoicing, scheduling, or CRM software (QuickBooks, Jobber, or similar).
- Knowledge of California HR and record-keeping requirements.
- Payroll processing experience (ADP or similar).
- Familiarity with public agency bidding/RFP processes and platforms (SAM.gov or similar).
- Experience in construction, tree care, or forestry business.

SCHEDULE & WORK ENVIRONMENT

Tuesday, Wednesday, Thursday, Friday: core hours 8:30 AM – 2:30 PM, with additional hours as workload requires (20–30 hrs/week). This is a part-time position. This position offers flexibility two days in office (Tuesday & Thursday) and two days optional virtual. Core availability during scheduled hours is required.

COMPENSATION

\$25-30/hr, depending on experience and past performance. (1-year anniversary, based on: responsibilities in this role fully assumed and performed independently, proactive communication when workload or role needs aren't being met, and growth in line with company needs.) \$1.00-\$1.50/hr raise based on positive performance review conducted every quarter. Strong potential to grow into a full-time, year-round Office Manager or Operations Coordinator role as the company expands.

BENEFITS

Paid Sick Leave: 1 hr per 30 hrs worked; minimum 40 hrs/year per California law. Not paid out upon separation. Available after 90 days.

Paid Vacation: Accrual-basis paid vacation: Available after 90 days - 5 days in year one, with 1 additional day added each subsequent year.

Health: When JFTS adopts health benefits, the \$250/month health stipend toward a qualifying HDHP/HSA-eligible plan is available to this role regardless of hours worked.

Additional: Education and professional development stipend · Mileage reimbursement (IRS rate) for approved work travel · Flexible work location · Growth pathway into Office Manager or Operations Coordinator

WHY JONES FAMILY TREE SERVICE

Jones Family Tree Service is a young, family-owned company built on a genuine commitment to safety, professionalism, and community. We do meaningful work, protecting Northern California homes and landscapes through expert tree care and wildfire mitigation, and we need the right person behind the scenes helping us do it well.

This is not a role where you will be handed a rigid manual and left alone to figure everything out in isolation. You will have real access to growth and opportunity: real influence over how systems are built, real input into how the role evolves, and real room to grow as the company scales. If you are an experienced professional who wants to be a trusted, essential part of a small team building something worth building, we want to hear from you.

This job description does not constitute a contract of employment, express or implied, nor a guarantee of hours or continued employment. Employment with Jones Family Tree Service is at-will and may be terminated by either party at any time, with or without cause or notice, consistent with California law.

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, or protected veteran status.

 **Apply:** Info@jonesfamilytreeservice.com  **Call:** 707-878-7337