



Ray Hansen

Administrative assistant can save a lot of money

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Should you have an administrative assistant? As I call fellow golf course superintendents around the state, I am amazed at how many mechanics answer the telephone. Before I hired an administrative assistant at Delaire CC, my mechanic was supposed to answer the phone when no one else was in the shop. Each time this happened, he was away from his mechanic duties from 5 to 15 minutes.

In an era when we are paying our assistants \$20,000-plus and mechanics \$12 per hour or more, think of how much of their time is spent doing tasks that could be accomplished by an administrative assistant for much less money. Consider all the necessary reports to be filled out and records kept: equipment service reports, employment

service reports, OSHA reports, inventory of chemicals, to name a few; remember the time spent dealing with the uniform supplier each week, calling for prices of supplies, plus the ordering and receiving. This all takes time and is usually accomplished by some highly paid employee. An administrative assistant can do this and much more for a lot less money. Even if this person only works part time, you would be surprised at how much he or she can save your operation and allow the mechanic and assistant to do what each knows best.

I know some will say, "I have an answering machine." Answering machines are great when no one is in but when you are running a business, a phone call should be received. It could be an emergency.