



Title: Administrative Assistant

Reports To: Chief Operations Officer

Job Summary: Oversee receptionist and customer service front desk duties for Unity Landscape Design/Build and Unity Church Hill Nursery

Unity's Administrative Assistant position is an excellent opportunity for a professional who wants to join a growing fast-paced company and be exposed to both the customer facing and operations side of the business. We are seeking a motivated professional with strong communication and multi-tasking skills to join our team.

Unity Landscape Design/Build (ULDB) is a full-service landscape design and installation company located outside of Chestertown on the Eastern Shore of Maryland. For over 25 years, we have been a name synonymous with high quality landscape design and craftsmanship. Our attention to detail and diversity of service have made us the "go-to" firm for homeowners and businesses. Unity Church Hill Nursery (UCHN) is a full-service Garden Center offering a wide variety of high-quality plant material including trees, shrubs, perennials, native plants, and seasonal plants of all sizes.

Core Responsibilities

- Answer incoming phone calls and route callers to the appropriate staff member. Take messages and make follow up calls on behalf of staff members as requested.
- Greet unattended guests. Answer questions or connect them with the appropriate staff member.
- Complete landscape service requests and delivery/installation tickets as requested by customers or staff members
- Assist with Accounts Payable and Accounts Receivable and other data entry tasks.
- Manage customer and vendor files, keeping both the online database and filing system up to date and organized.
- Manage inventory of office supplies.

Preferred Qualifications and Competencies

- Exceptional verbal and written customer service, communication, and interpersonal skills.
- High attention to detail and strong ability to multi-task and manage and deliver on a wide range of customer questions and needs among Unity's product and service offerings.
- Good understanding of office administration.
- Proficient with Microsoft Office Word, Excel, and Outlook.
- QuickBooks experience is a plus.

Education

- High school diploma or relevant qualification.

Compensation and Benefits

- Competitive salary is commensurate with experience (\$29,120 - \$33,280).
- Competitive benefits include paid vacation, health insurance, and IRA retirement plan.