



**Title:** Administrative Assistant

**Reports To:** Office Manager

**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 communications 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.
- Assist bookkeeper with Accounts Payable and Accounts Receivable and other data entry tasks as requested.
- Complete landscape service requests and delivery/installation tickets as requested by customers or staff members.
- Maintain customer files.

- Busy periods are expected in Spring, Summer, and Fall. Saturday working hours will be required on an as-needed basis during peak retail times.

### **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 (\$29,000 - \$33,500).
- Competitive benefits include paid vacation, health insurance, and IRA retirement plan.