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Job Title: Administrative Assistant

Company: Serene Landscape Group

Department: Office, supporting Ops and Sales

FLSA Status: Non-Exempt

Location: Plymouth

O.T. Eligible? Yes

REPORTS TO: Office Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Answering phones/voicemails in a timely manner.
- Set up, schedule, and route jobs
- Enter new proposals
- Accept client payments
- Enter estimate request forms and client information
- Accounts Receivable follow up
- Schedule Irrigation and Landscape Lighting appointment
- Call clients to confirm appointments and/or reschedule

Other Responsibilities:

- Assist General Manager as Needed
- Assisting Operations team as needed
- Assisting the Administrative team as needed
- Other duties as assigned, including but not limited to
 - Invoicing
 - Filing
 - Client service
 - General Administrative Support

Job Qualifications:

- A minimum of one (1) year of successful experience in an administrative role.
- Outstanding interpersonal, social, and networking skills
- High proficiency with the use of MS Office (Word, Excel, Outlook, etc.)
- Outstanding written and verbal communication skills in the English language.
- Outstanding organizational and multi-tasking skills.
- High level of personal initiative.

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- Self-motivated individual who sets own personal and professional goals.
- Detail-oriented to capture, organize, and follow-through on information in a fast-paced environment.
- High emotional quotient with an ability to maintain perspective during times of high stress, thrives on deadlines, and set an example to others.
- Team-oriented to be a unifying force.
- Continually seeks improvement, knowledge, and certifications.
- High level of accountability for results.

Preferred:

- Experience working with a Landscape or Lawn Maintenance company; knowledge of lawn and landscape services
- Embraces the use of technology and leverages it to be more efficient and to improve the customer experience.
- Spanish as a second language

Physical Requirements:

Key:									
Rarely = less than 10%									
Occasionally = up to 33%									
Frequently = up to 66%									
Continuously = 67% to 100%									
Activity:	R	O	F	C	Activity:	R	O	F	C
Standing		X			Seeing				X
Walking		X			Reading				X
Sitting				X	Reaching	N/A			

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Stooping	N/A				Range of Motion		X		
Kneeling	N/A				Hearing – Speech Range			X	
Squatting	N/A				Depth Perception			X	
Body Twisting	N/A				Color Vision			X	
Crawling	N/A				Lifting	N/A			
Sense of Touch			X		Carrying	N/A			
Manual Dexterity				X	Pushing	N/A			
Speaking Clearly				X	Pulling	N/A			
Seeing Distant		X			Climbing Ladders	N/A			
Climbing On/Off Truck	N/A				Climbing Stairs		X		
N/A Climbing Poles	N/A				Balancing	N/A			
Gripping			X		Lifting Up to 10 lbs.		X		

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Lifting Over 10 lbs. to 50 lbs.	N/A				Lifting Up to 50 lbs.	N/A			
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Individuals must be able to perform the essential functions of the position with or without a reasonable accommodation. Individuals with a disability who desire a reasonable accommodation should contact the Human Resources Manager at 734-416-9602.

Serene Landscape Group is an Equal Opportunity Employer, including disabled and vets.

Revised 10/13/2020

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