



We are a growing, creative, fast-paced team focused on helping people create stylish and sustainable outdoor living environments. This is a unique opportunity to be involved in a plant and design driven retail nursery, and as such, we are seeking creative, energetic, customer-focused and operations-minded individuals to join Madeline George.

Position: Administrative Assistant for Garden Center, Nursery & Design Office
Position Type: Permanent Part-time position Monday – Friday 8:30am – 12:30pm
Hourly Wage: Depending on Experience

Responsibilities:

- Embrace the vision of Madeline George Garden Design & Nursery and support our mission and strategies
- Provide superior customer service; develop a rapport and relationship with our customers
- Handle daily office matters including opening and directing mail, directing and responding to email, processing bank deposits, maintain office supplies and equipment, etc.
- Enter customer information into Counterpoint daily and maintain accuracy of customer database;
- Respond to customer inquiries for products and services; prepare customer orders and quotes for products, delivery and installation; track orders and advise upon receipt; coordinate delivery and installation between customer and installer; processing invoices
- Coordinate design and event consultations with customers including setting appointments, preparing estimates and related work; processing invoices
- Assist with management of vendor files including maintain vendor library; assisting inventory manager, department managers and accounting manager with requests for information, order placement, credit requests, order status and related work;
- Preparing weekly inventory management reports and reviewing for errors, correcting same and providing training
- Participate in weekly manager's meeting, prepare agenda and keep meeting notes; assist gm in tracking completion of assigned tasks
- Process applications for employment; assist with hiring process including setting appointments, processing paperwork, employee orientation and counterpoint training; entering time into QB; maintain and post work schedule, employee contact list; process staff communications; etc.
- Weekly filing of all paperwork; maintain and stock forms, gift certificates, customer request forms, etc.
- Assist the general manager, managers and designer to realize management efficiencies
- Be a dynamic resource to our team and customers using your skills and knowledge to create an efficient and pleasurable work environment

Qualifications:

- 3-5 years of experience in a busy office environment with direct customer service interface
- 3-5 years of experience with office management experience with multiple lines of business
- Excellent attention to detail coupled with a high level of accuracy in proofing and data entry
- Excellent organization skills
- Excellent ability to represent the business and interface with customers to exceed their expectations
- Excellent knowledge of Microsoft Office including word, outlook and excel; general knowledge of Quickbooks to prepare estimates, invoices and process accounts receivable and employee file set up.
- Positive, can-do, creative, solution-oriented, team-driven attitude
- Ability to take direction, work independently and balance multi-tasking in noisy environment
- Ability to lift 20 pounds and work outside from time to time in all types of weather year round
- Interest in design, plants, décor and creating outdoor environments
- Educational background, training, and certifications as applicable

Submit resume together with letter of introduction and interest via e-mail to Kecia Carlson at kcarlson@madelinegeorge.com