



ARCADIA GARDENS, LLC

Job Description

Title: Receptionist

Mission Statement: We strive to consistently design, build and maintain custom outdoor spaces of the highest quality workmanship throughout our community with professional, efficient and hassle-free service.

Mission: To achieve the goals of Arcadia Gardens in such a way that customers are provided with high quality workmanship, as well as professional, efficient and hassle-free service.

Goals: Provide prompt, courteous and professional service to all customers, suppliers, and trade partners.

Maintain a positive, professional working relationship with other members of the Design Team, the Construction Team, the Maintenance Team, and the Management Team at all times.

Create and maintain a clean and friendly work environment.

Ensure that office functions are accurate and profitable.

Project a positive and professional image of Arcadia Gardens, LLC at all times.

Activities:

- Maintain positive client, vendor and trade partner relations.
- Courteously address customer questions and concerns.
- Answer and return phone calls.
- Deliver messages accurately and timely.
- Accept deliveries and notify recipients.
- Post, collect and distribute mail.
- Maintain office supplies and equipment, updating supply reorder list as needed.
- Maintain organized and accurate filing systems.
- Update vendor and client files in QuickBooks.
- Assist with maintenance client proposal creation and invoices.
- Support Construction, Design, Maintenance and Management teams by contacting vendors, trade partners, clients and community members as requested.
- Support Company Managers with preparing New Hire and Welcome Back packets.
- Assist Company Managers with reviewing and updating Employee Manual and training manuals as needed.
- Become familiar with and recommend changes to the company operations manual.

Requirements:

- You must be punctual.
- You must be accurate.
- You must be able to efficiently use the computer, printer and phone.
- You may be asked to work overtime during our busiest seasons; Monday thru Friday.
- You will always need to keep a positive attitude.
- You will need to be dressed appropriately.
- You will need to use appropriate language and behavior when around customers and co-workers.



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Behavioral Traits:

- Customer oriented
- Self- Motivated, Honest
- Punctual
- Patient
- Cooperative
- Organized

Prerequisites:

- Legal to work in the State of Michigan

Compensation:

- Hourly wage to be determined.
- Overtime wages after first 40 hours each week
- Four paid holidays: Memorial Day, Fourth of July, Labor Day, Thanksgiving (8 hours each)
- Paid training
- Three days sick leave each year (24 hours total, unused balance paid at end of year)
- 401(k) Safe Harbor
- Flexible Schedule

Name: _____ Signature: _____.