



Administrative Operations Associate

Employer Information

Organization Name: SmartScaping LLC
Website: <http://www.smartscaping.co/about-us.html>
Hours/Week: 40

Benefits

- Health Insurance

FLSA Status: Non-Exempt

Prepared By:

Prepared Date:

Tasks

- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Answer telephones, direct calls, and take messages.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Review files, records, and other documents to obtain information to respond to requests.
- Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.
- Compute, record, and proofread data and other information, such as records or reports.
- Complete work schedules, manage calendars, and arrange appointments.
- Type, format, proofread, and edit correspondence and other documents, from notes or dictating machines, using computers or typewriters.
- Inventory and order materials, supplies, and services.
- Deliver messages and run errands.
- Complete and mail bills, contracts, policies, invoices, or checks.



Work Activities

- Interacting With Computers
- Performing Administrative Activities
- Documenting/Recording Information
- Communicating with Persons Outside Organization
- Organizing, Planning, and Prioritizing Work

Detailed Work Activities

- Answer telephones to direct calls or provide information.
- Check data for recording errors.
- Compile data or documentation.
- Confer with coworkers to coordinate work activities.
- Distribute incoming mail.
- File documents or records.
- Maintain inventory records.
- Maintain office equipment in proper operating condition.
- Monitor inventories of products or materials.
- Operate office equipment.
- Prepare documentation for contracts, transactions, or regulatory compliance.
- Prepare employee work schedules.
- Proofread documents, records, or other files to ensure accuracy.
- Provide information to coworkers.
- Record information from meetings or other formal proceedings.
- Respond to customer problems or complaints.
- Schedule appointments.

Work Content

Physical Demands

the employee is occasionally Climb or balance; the employee is frequently Stand; Walk; Stoop, kneel, crouch, or crawl; the employee is regularly Sit; Use hands to finger, handle, or feel; Reach with hands and arms; Talk or hear;

Lifts Weight or Exerts Force Work Environment

the employee is occasionally Up to 25 pounds;

Visions

Specific vision abilities required by this job include Ability to adjust focus;



Work Environment

the employee is occasionally Work near moving mechanical parts; Toxic or caustic chemicals; Outdoor weather conditions; Risk of electrical shock;

Qualification

Education and Experience

Years of Experience	2
Education	High School/G.E.D

Skills

Basic Skills

- **Active Listening**
Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension**
Understanding written sentences and paragraphs in work related documents.
- **Speaking**
Talking to others to convey information effectively.
- **Writing**
Communicating effectively in writing as appropriate for the needs of the audience.
- **Critical Thinking**
Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Social Skills

- **Coordination**
Adjusting actions in relation to others' actions.
- **Service Orientation**
Actively looking for ways to help people.
- **Social Perceptiveness**
Being aware of others' reactions and understanding why they react as they do.
- **Instructing**
Teaching others how to do something.

Technical Skills

- **Quality Control Analysis**
Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- **Technology Design**



Generating or adapting equipment and technology to serve user needs.

System Skills

- **Judgment and Decision Making**
Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Systems Analysis**
Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- **Systems Evaluation**
Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Resource Management Skills

- **Time Management**
Managing one's own time and the time of others.
- **Management of Personnel Resources**
Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Management of Material Resources**
Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- **Management of Financial Resources**
Determining how money will be spent to get the work done, and accounting for these expenditures.

Desktop Computer Skills

- **Databases**
Using a computer application to manage large amounts of information, including creating and editing simple databases, inputting data, retrieving specific records, and creating reports to communicate the information.
- **Internet**
Using a computer application to create, manipulate, edit, and show virtual slide presentations.
- **Navigation**
Using scroll bars, a mouse, and dialog boxes to work within the computer's operating system. Being able to access and switch between applications and files of interest.
- **Presentations**
Navigating the Internet to find information, including the ability to open and configure standard browsers; use searches, hypertext references, and transfer protocols; and send and retrieve electronic mail (e-mail).
- **Spreadsheets**
Using a computer application to enter, manipulate, and format text and numerical data; insert, delete, and manipulate cells, rows, and columns; and create and save worksheets, charts, and graphs.

Knowledge

Required

- Clerical
- English Language
- Administration and Management



- Computers and Electronics

Tools

- **Photocopiers**
 - Photocopiers
 - Photocopying equipment
- **Scanners**
 - Data input scanners
 - Scanners
- **Desktop calculator**
 - 10-key calculators
- **Desktop computers**
 - Desktop computers
- **Laser fax machine**
 - Laser facsimile machines

Technology

- **Accounting software**
 - Intuit QuickBooks