



SYCAMORE LANDSCAPE DESIGN • BUILD

Office Administrator Job Description

Position Summary:

Sycamore Landscape Design Build is seeking a detail-oriented, proactive, and highly organized office administrator to support daily operations in our dynamic and fast-paced landscape design-build firm.

This position will start out as part time (20-30hours) for the first 1-3 months then transition to a full time role (40 hours) . Working hours: M – 7am-3pm; Tu, W, Th, F - 8am – 4pm. (Scheduling of the 40 hours may become flexible once proficiency is reached.) This role may become semi-remote once all responsibilities and skills are achieved at a high level.

This critical role ensures the smooth and professional functioning of our office by managing administrative processes, supporting compliance efforts, assisting with HR and payroll tasks, and keeping internal systems running efficiently.

The ideal candidate thrives in a collaborative environment, brings excellent communication and multitasking skills, and enjoys contributing to the success of both internal teams and client-facing projects. You will serve as a key support resource for leadership and management, the design and construction teams, helping to maintain order behind the scenes while enabling front-line success.

If you are someone who takes pride in being organized, tech-savvy, and ready to grow with a creative and mission-driven team, we would love to hear from you.

Key Responsibilities:

Financial Admin:

- Set up and maintain a master calendar that shows all payment schedules and times, for every account, credit card, loan, truck/equipment payment etc..
- Track job costing and project expenses thru Dynascape Manage 360 software
- Create and send customer invoices

Communication:

- Over the phone or virtually – accurately input prospect information into software
- Speaking with customers over the phone - Asking questions to help qualify customers and build a trusting relationship with clients and vendors.

Vehicles & Equipment Management:

- Maintain loan documentation and schedules
- Track and renew registrations, inspections, and insurance
- Manage compliance with Federal DOT numbers and vehicle-related regulations
- Organize and Maintain service records for trucks, trailers, power tools, and larger equipment

Human Resources & Onboarding:

- Process new hire paperwork (W-4, I-9, direct deposit, medical cards, etc.)
- Maintain and organize employee files
- Track certifications and training records



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- Assist with performance review scheduling or documentation as needed

Payroll & Time Tracking:

- Collect & edit employee hours daily.
- Submit bi-weekly payroll reports to management for approval
- Once approved, Coordinate with payroll provider to ensure timely processing
- Track PTO, sick days, and holidays

Filing & Record Keeping:

- Maintain digital and/or physical filing systems for:
 - Employee records
 - Truck and equipment documentation
 - Tool inventories
 - Vendor paperwork W-9s etc...
 - Job receipts and project documentation

Insurance & Compliance:

- Collect and organize Certificates of Insurance (COIs)
- Provide audit support and ensure documentation is organized for annual reviews
- Maintain up-to-date records for worker's comp, general liability, and other policies

Memberships & Licenses:

- Track and renew industry trade memberships (ISA, ICPI, NCMA, PLNA, APLD)
Monitor expiration dates and alert management in advance
- Track Expiration and Renew business and contractor licenses for PA, NJ

Additional Duties (as needed):

- Support project managers and other staff with administrative tasks
- Manage general office email inbox
- Order/pick up office supplies
- Assist with scheduling of meetings, deliveries, or construction inspections
- Help with apparel and marketing coordination

Skills and traits: These are the qualities our office administrator must be able to do or learn to do.

- **Administrative Experience:** Proven experience in an administrative support or office management role, with the ability to manage office operations efficiently.
- **Bookkeeping Knowledge:** Familiarity with accounting software, especially QuickBooks Online, to assist with financial recordkeeping and reporting.



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- **Attention to Detail:** High level of accuracy and strong organizational skills in managing tasks, files, and communications.
- **Confidentiality:** Experience properly handling sensitive employee, financial, and client information with discretion and professionalism.
- **Technical Proficiency:** Proficient with Google Workspace and Microsoft Office (Excel, Word, Outlook); comfortable working in cloud-based environments. Ability to learn our software (Dynascape Manage 360) with a positive attitude.
- **Communication Skills:** Strong written and verbal communication abilities; able to interact clearly and professionally with team members, clients, and vendors.
- **Time Management & Multitasking:** Excellent prioritization skills and the ability to handle multiple tasks and deadlines in a fast-paced setting.
- **Problem-Solving & Initiative:** Proactive mindset with the ability to anticipate needs and resolve administrative issues independently.
- **Employee and Customer Service:** Friendly and professional demeanor with a strong commitment to client satisfaction and internal team support.
- **Project Coordination Support:** Experience supporting project-related tasks such as scheduling, filing permits, vendor communication, and document preparation.
- **Document & Records Management:** Skilled in setting up and maintaining filing systems (digital and physical) for contracts, invoices, HR records, and project documents.
- **Adaptability & Learning:** Openness to learning new systems and adapting to evolving business processes and software tools.
- **Industry Experience (*Preferred*):** Prior experience in the landscape, construction, or related trades industries is a strong asset.