



RECEPTIONIST/OFFICE MANAGER

PHOENIX, ARIZONA: FULL-TIME, IN-PERSON ROLE

Norris Design is seeking a proactive, detail-driven Administrative Assistant/Office Coordinator/Receptionist to support our Phoenix office full-time and fully on-site. This is an exciting opportunity to join a collaborative team that thrives on creativity, problem-solving, and delivering meaningful work. Norris Design is a leader in planning, landscape architecture, and branding – transforming ideas into built environments that enrich communities. Get to know us better at [Norris Design](#).

Why Choose Norris Design?

At Norris Design, you'll be surrounded by passionate, creative professionals who love what they do while forging their own career paths. You'll collaborate with clients who trust and value our work and continue to come back time after time. You'll be mentored, no matter how much experience you have – our mentoring culture is an important ingredient that contributes to our success as a company, and to the success of our people.

Required Skills

- 3-5 years' experience in administrative and office coordination experience
- 1-3 years' experience with QuickBooks; primarily with accounts payable
- Proficiency in Microsoft Excel, Word, Outlook, and Adobe Acrobat
- Strong verbal and written communication skills
- Excellent time management, organization, and attention to detail
- Ability to multi-task under strict deadlines in a fast-paced dynamic environment
- Experience with multi-line, multi-company phone system and visitor reception
- High school diploma required with post education and/or training

What You'll Do

Administrative and Accounting Support (50%)

This role provides general support to the team by handling administrative and operational tasks.

- Assist with employee expense reports, company credit cards, and project billing while holding staff accountable to follow our processes and procedures
- Support accounts payable including receiving and entering vendor invoices
- Enter and maintain project data in time and billing software
- Train and assist team with billing software and project coordination



- Assist with onboarding and HR coordination
- Track and maintain staff licensure renewals and professional memberships
- Research, register, and coordinate staff development and industry events
- Plan, coordinate, and support office events (career fairs, client events, holiday gatherings, ASLA activities, vendor Lunch and Learns, and other culture events) while working within a budget
- Maintain and update the weekly AZ Workplan

Office Coordinator (20%)

Responsible for the coordination and management of all building maintenance and services. This includes soliciting bids for services when required, managing the timelines and accurate execution of contracts and contract renewals, and fostering a strong working relationship with all building vendors. These items include but are not limited to:

- Oversee general building maintenance, vendor relationships, and service contracts
- Ensure office organization, cleanliness, and supply management (including kitchen and storage areas)
- Monitor inventory and maintain equipment and printer functionality
- Coordinate repair needs and manage building service providers:
 - Janitorial
 - Trash/recycling
 - Window cleaning
 - HVAC
 - Landscaping
 - Alarm/security
 - Fire alarm systems
- Build and maintain rapport with tenants and address occasional tenant needs
- Other office needs as they occur and as assigned

Leadership Assistance and Support (25%)

- Provide administrative support to Principals
- Prepare project related documents such as response letters, narratives, and schedules, neighborhood meeting notices
- Assist the Planning team with tasks including sign postings, mailings, and setting up community meetings
- Partner with Marketing and Finance teams to track new business opportunities
- Schedule meetings, calls, and travel for leadership



- Conduct research and analysis for planning and landscape architecture projects
- Assist with managing inboxes and tracking responses to client requests
- Support the landscape team with procurement of project material samples

Reception & Front Desk Support (5%)

- Answer and route calls on a multi-line, multi-company phone system
- Welcome clients and visitors with professionalism and warmth, and direct to appropriate meeting space
- Manage incoming/outgoing mail and deliveries

Ready to Apply?

We'd love to hear from you!

If interested, send a cover letter, resume, and three professional references to jobinfo@norris-design.com. Please include the position you are applying for in the subject line of your email. No phone calls please.

Norris Design is proud to be an Equal Employment Opportunity employer. We do not discriminate based upon any legally protected characteristics. All employment decisions are decided based on qualifications, merit, and business need.