

## Customer Service Representative Job Posting

**Job Title:** Customer Service Representative

**Organizational Relationship:**

Reports directly to the Sales Manager, in their absence reports to the Re-Wholesale Manager

**Major Goals and Responsibilities:**

Works with the outside sales team and members of internal staff to optimize customer care. The customer service representative works to provide a high level of customer service, disseminating information to internal/external customers and interacting with customers to answer their inquiries about products and services.

**Prerequisites:**

To be successful in this role, you should have:

- Positive communication & language skills
- Persuasive sales skills via phone and email
- High interest and knowledge in plants
- Proficient in Microsoft Office
- Independent thinking and problem-solving skills
- Self-motivated and goal oriented
- Patience, empathy, and attentiveness to customers' needs/concerns
- Time management
- Flexibility and multi-tasking
- Willingness to learn

**Primary Contacts:**

External Customers

Outside Sale Reps

Product & Development Specialist

Vice President of Finance and Accounting

Sales Manager

Shipping Manager

Inventory & Quality Control Supervisor

Shipping Clerk

**Job Specific Responsibilities:**

- Maintain accurate flow of information to all sales reps and Sales Manager
- Answer incoming wholesale phone calls and e-mails
- Assist customers placing orders and making changes
- Apply suggestive selling and or upgrade orders

- Monitor blanket orders to ensure customers are taking material on a timely basis
- Verify accuracy of orders sent in from sales reps
- Respond to out of stocks on orders
- Work with sales representatives to fill loads
- Inform Sales Manager of problems of customer satisfaction.
- Update availability weekly and forward to sales reps
- Daily and weekly follow up with Shipping Manager and Inventory personnel on the status of orders
- Communicate with Shipping Manager on load additions or deletions
- Follow up with customers on orders not delivered and/or picked up by their ship week
- Keep organization of the sales department records and other material
- Coordinate all administrative functions for all trade shows
- Set up and staff trade show booths as scheduled
- Assist in developing specials list
- Attend and participate in meetings assigned by Sales Manager
- Build a positive company image
- Participate as a conscientious team member of Home Nursery, Inc
- Maintain a neat and orderly appearance and present a positive image to customers and visitors
- Perform all work in a safe and efficient manner
- Assist in other areas of the company as needed

#### **Toughest Parts of the Job:**

- Dealing with dissatisfied internal and external customers
- Order changes
- Stress of workflow throughout different days of the week

#### **Performance Feedback:**

- Annual performance evaluation with formal/informal meetings on an as needed basis

#### **Contact Information**

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