



**SAUNDERS**  
**BROTHERS**  
SINCE 1915

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April 18, 2019

### **Job Description**

Assistant Farm Market Manager/ Customer Service Representative

**Job Description:** This is a joint position between the Farm Market and Wholesale Sales. Saunders Brothers is looking for someone to be the:

- **Assistant Farm Market Manager-** Responsibilities include: managing sales of fruit, plants, jarred products, bakery items, and ice cream. In addition, must be willing to manage staff and schedule employees. Will work in this position from May 15- Feb. 1.
- **Customer Service Representative-** Responsibilities include entering orders and credits, assimilating orders, assisting walk-in and phone customers, and assisting sales staff in managing the day-to-day sales activities. Will work in this position from Feb. 1- May 15.

### **Requirements and Duties of Assistant Farm Market Manager:**

- Must have an interest in direct farm sales and be interested in great customer service.
- Will be on the floor of the Farm Market as needed assessing customer needs and overseeing Farm Market management, traffic flow, and inventory.
- Must be able to manage appropriate inventory of a wide variety of jams, jellies, ciders, ice cream, breads, coffee, honey, cheese, eggs, and bakery items.
- Must be able to assist in managing a Farm Market Staff with up to 15 employees from May -December.
- Must be able to manage inventory of plants, vegetables, and other fresh farm products.
- Will oversee all counting of cash drawers, and report any discrepancies to the Farm Market Manager.
- Will respond to customer requests as needed via email or phone.
- Willing to assist conducting Kids on the Farm program.
- Must be able to lift 25 lbs. and be able spend at least 8 hours per day standing. In addition, must be able to stoop, bend, kneel, squat, and twist around for at least 6 hours per day.
- Must be willing to work in an open-air Farm Market that has no heat or air conditioning. In addition, must be willing to work in areas with dust and pollen.
- Must be willing to maintain a fresh, clean, and inviting atmosphere. Must be willing to change the market décor with the season.
- Must be able to work Saturdays.
- Must be willing to handle customer requests and issues.
- Must be able to prioritize workload and have flexibility as work demands change.
- Attend at least one professional training event each year.
- Must be able to or make sure that the Farm Market is open and ready for business at 9am and is closed down and everything is put away at the end of the day. (6-6:30pm)

## **Requirements and Duties of Customer Service Representative:**

- Assist sales staff in entering orders and credits, relaying delivery schedules and information, and managing accounts.
- Assist sales staff in answering questions regarding availability of product.
- Assist sales staff by providing printed and electronic material when requested.
- Assist walk-in and phone customers as needed regarding availability, shipments, pricing, etc.
- Assist in the creation of pull slips, load packets, delivery receipts, and retail tags.
- Fill in for the receptionist as needed.
- Must be able to take direction, have good communication and listening skills, and be able to effectively work with other staff members and customers.
- Must be willing to complete other duties as needed.

## **Qualifications:**

- Must have a high school diploma or equivalent GED or a minimum of 3 years' experience in retail sales or related experience.
- Must have a valid driver's license and must provide a copy of driving record (DMV) at time of application.
- Must have excellent math and computer skills including Microsoft Exchange/Outlook, Excel, Word, and Google Applications.
- Must be willing to work Saturdays during peak season and other times as needed.
- Must have excellent attention to detail, organization skills, and communication skills.
- Must be able to effectively work with other staff members.
- Must be able to handle several tasks at the same time, prioritize workload, and have flexibility as work demands change.
- Must be willing to work after hours as workload and seasons dictate.

**Start Date:** As soon as filled.

**Supervisor:** This position will answer directly to the Farm Market Manager from May 15- Feb.1. The position will answer to the Chief of Wholesale Sales from Feb. 1- May 15.

## **Work Time and Hours:**

**Assistant Farm Market Manager:** Farm Market is open from May 25 to December 18 from 9am to 6pm Monday through Saturday (Closed Sunday) with 30 minutes to one hour for lunch. Will be required to work most Saturdays. Farm Market Assistant Manager is expected to take time off when the Farm Market is closed for the season.

**Customer Service Representative:** Monday through Friday 9am to 6pm with 30 minutes to one hour for lunch. Must be willing to work additional hours as workload dictates. Will be required to work some Saturdays. Vacation is not allowed from March 1- June 1

**Pay and Benefits:** We offer a competitive hourly rate, health insurance, vacation package, retirement bonus, and employee pricing on plants and farm market items. We also offer professional training and staff development for staff. This is a full-time year-round position.

**Drug Testing and Background Checks-** Saunders Brothers is committed to providing a drug-free and safe workplace. Therefore, all employees are subject to random drug testing, reasonable suspicion testing, and post-accident testing. In addition, all new employees will be subject to a background check.

**Information and Application:** Contact Mari Johnson at [jobs@saundersbrothers.com](mailto:jobs@saundersbrothers.com) or call at 434-277-5455. The job description may be seen at [www.saundersbrothers.com](http://www.saundersbrothers.com) and the application downloaded from the website.

## **Saunders Brothers Core Values**

Faith- Our Core Values and business practices are directed by our Christian faith.

Integrity-Honesty and truthfulness are foundational to our business.

Passion- We strive to enthusiastically share our love for Agriculture.

Family- Every team member is a part of the Saunders Brothers family.

## **Business Purpose**

To make a profit doing something we love.

To have a positive impact on our employees, customers, suppliers, community, and environment.

To provide a productive, nurturing, and fulfilling environment for our team.

## **Strategy**

To be a premier supplier of superb-quality plant material for garden centers, landscapers, and public gardens throughout the Eastern United States.

To be a premier supplier of extraordinary fruit to the people of the Mid-Atlantic area.