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Customer Service Representative  
**Position Description**  
August 2, 2017

**Job Description:** Saunders Brothers is a wholesale nursery and orchard operation in central Virginia. Saunders Brothers is looking for a Customer Service Representative to support our growing sales staff. 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.

**Duties:**

- 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 sales manager in producing flyers, price lists, and other printed and electronic material.
- Assist customers in accessing website by qualifying wholesale customers and providing them with passwords.
- Assist walk-in and phone customers as needed regarding availability, shipments, pricing, etc.
- Serve as an in-house contact for outside sales staff.
- Manage daily invoicing and packing slips.
- Update website as needed.
- Fill in for the receptionist as needed.
- Attend trade shows as requested by Sales Manager and attend at least one professional training event each year.
- Perform other duties as needed including assisting in plant sales as needed.

**Qualifications**

- Must have 2 years of customer service experience or Associate Degree.
- Must have excellent math skills.
- Excellent computer skills including Microsoft Exchange/Outlook, Excel, Word, and Powerpoint.
- Must be willing to work 1-2 Saturdays per month 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 multi-task, prioritize workload, and have flexibility as work demands change.
- Must be willing to work after hours as workload and seasons dictate.
- Must have a strong work ethic and integrity, be a team player, and have the willingness to learn and adapt.

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

**Supervisor:** This position will answer directly to the Chief of Wholesale Sales.

**Hours:** Monday through Friday 7:45 AM to 5:00 PM with a one hour for lunch. Must be willing to work additional hours as workload dictates. Will be required to work some Saturdays from 7:45 AM to noon from March to October. This is a full-time year-round position. Vacation is not allowed from March 1- June 1. Vacation is strongly discouraged from September 1- November 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.

**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 Adrienne at [adrienne@saundersbrothers.com](mailto:adrienne@saundersbrothers.com) . The job description may be seen at [www.saundersbrothers.com](http://www.saundersbrothers.com) and the application downloaded from the website. Application must be submitted with resume in order to be considered.

### **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.