



2717 Tye Brook Hwy
Piney River, VA 22964
Phone: (434) 277-5455
FAX: (434)277-8010
jim@saundersbrothers.com

Customer Service Representative

Position Description

June 4, 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.
- Willingness 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.

- Ability to handle multiple tasks, prioritize workload, and have flexibility as work demands change.
- Willingness 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 . The job description may be seen at 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.