

Customer Service Associate



HORTICULTURE CUSTOMER SERVICE ASSOCIATE

This position guide establishes and describes the duties, responsibilities, and job requirements for the functional position of Customer Service Associate of Charles J. Fiore Company, Inc.

THE POSITION AT A GLANCE:

- Participates in the following Customer Service & Inside Sales related activities:
 - Help service “house accounts” via walk in (counter), phone, and internet customer traffic.
 - Help fulfill customer orders and transactions.
 - Help resolve customer issues.
 - Manage and support designated customer accounts.
 - Ensure customer experience is positive.
 - Offer and share product and industry knowledge and expertise with all customers and colleagues.
 - Schedule customer deliveries upon request.
 - Assist in customer plant tagging and selection.
 - Participate in industry trade shows and networking events.
 - Participates in the following “at-large” branch activities:
 - Participate in the sourcing and procurement of customer product needs.
 - Assist branch manager/ buyer with Purchase Orders and Purchase Receipts.
 - Participate in branch and corporate buying activities and buying trips.
 - Assist with branch and corporate inventory activities (periodic cycle counts and quality control, QC).

FUNCTIONAL ROLE

- 2.1 **Customer Service-** The primary function of this position is to service and support ALL customers (retail and wholesale) via email, on the telephone, and at the counter and process orders accurately, effectively and courteously.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The principal duties and responsibilities of the Customer Service & Inside Sales Associate consist of, but are not limited to, the following:

Customer Service

- 2.1.1 Aim to offer the highest level of customer service for ALL Fiore customers. Aim to always create a highly positive experience for ALL Fiore customers.
- 2.1.2 Answers telephone and responds to email, texts, and fax communications promptly and courteously, handling orders, redirecting calls or taking messages as suitable.
- 2.1.3 Ensure that all sales orders and sales quotes are processed promptly and accurately.
- 2.1.4 Ensure that your customer orders are monitored regularly to ensure timely pick-up or delivery in order to complete the sales transaction. If orders are cancelled, be sure to process promptly so product can be untagged and returned to open inventory.
- 2.1.5 Ensure that relations the company has with existing and potential customers are developed through proactive contacts, resolving concerns and complaints in a timely and fair manner with the customer within company guidelines.
- 2.1.6 Provide technical support on ALL product to ALL customers.
- 2.1.7 Ensure that the level of customer service and relations meets or exceeds company standards to maximize customer satisfaction.
- 2.1.8 Stay in contact with customers to ensure their satisfaction with the service and products being provided.
- 2.1.9 Adhere to the selling prices established in the company's POS (Point of Sales System) on all products sold by the company subject to allowable discounting guidelines established by the Branch Manager / President.
- 2.1.10 Handle customer problems or complaints quickly and fairly to the satisfaction of the customer within the company guidelines. Seek help from a manager when unable to satisfy the customer.
- 2.1.11 Must have or develop knowledge of the products sold sufficiently to recommend products for specific needs and/or offer substitutions for products that are not available.

2.1.12 Monitor the status of your orders and contact the customer if products have not yet been picked-up or delivered by the end of the 10 day hold period.

2.1.13 Monitor incomplete orders that are waiting for receipt of product and advise the customer on a regular basis regarding status.

General

2.1.14 Always provide proper notification and advance notice for non-emergency absences.

2.1.15 Maintains a cooperative working relationship with the Sales Manager, other managers and all other employees.

2.1.16 Perform all duties in an independent manner with little supervision and consistently show the ability to recognize and deal with priorities.

2.1.17 Must demonstrate the ability to consistently recognize and perform duties that need to be performed although not directly assigned and to assist others as needed. Demonstrate good judgment in investigating and solving problems.

2.1.18 Demonstrate the ability to tactfully deal with difficult situations within the Company and with customers

2.1.19 Meets deadlines as established by and agreed with the Sales Manager / Branch Manager.

2.1.20 Willing to work the hours required to complete items in a timely manner.

2.1.21 Perform other related duties as assigned from time-to-time by the Sales Manager.

2.1.22 Shall not, during and after the term of his employment, disclose all or any part of the COMPANY'S PROPRIETARY INFORMATION to any person, firm, corporation, association, or other entity for any reason or purpose. Respect the confidentiality of company, customer, vendor and personnel information.

2.1.23 Any deviation from the established credit policy, such as allowing a C.O.D. customer to take plants without payment, must receive approval from an appropriate manager who knows the customer.

2.1.24 Open or close the facility when required.

2.1.25 Keep desk and any other assigned areas orderly.

2.1.26 Report to work on a timely basis at the hour assigned.

2.1.27 Adhere to company policies and procedures.

REQUIREMENTS

5.1 Education

Required: College Degree preferred, but not required.

Preferred: Horticultural courses or degree

2.2 Experience

Preferred: Three or more years in the horticulture industry

LANGUAGE SKILLS

Must be able to communicate verbally and in writing in English. Must be able to address individuals confidently. Language skills must be adequate to provide the capability to write reports; read and understand policies and procedures and written instructions; and effectively communicate with management, other employees, customers and suppliers.

Speaking Spanish is a plus! However, not required.

MATHEMATICAL SKILLS

Must understand and be able to perform basic mathematics. Must be able to read, understand and prepare reports as required, understand and interpret data, instructions and information.

KNOWLEDGE & ABILITIES

Must have excellent verbal communication and sales skills for effectively handling customer telephone orders. Must have excellent listening and writing skills to accurately enter sales orders. Must have sufficient experience with computer systems to learn and move around in sales order entry and inventory systems and to enter into the sales order entry system the orders that are written up when received over the phone. The order entry generates the delivery ticket that is the controlling document for the sales yard to pick product for loading of the delivery truck.

Must have sufficient knowledge, or be capable of attaining knowledge, of the products to handle customer inquiries, look up pricing and prepare quotes for the customer.

Must have the ability to solve practical problems and interpret a variety of instructions and customer information of a general and specific business nature. Analytical and deductive reasoning abilities are required, and common sense is a must. Computer operation ability is required.

PHYSICAL DEMANDS

Capable of sitting, standing, stretching, lifting and bending. Ability to move freely through the office. Ability to spend long stretches of time at the counter or desk. Capable of lifting and moving items up to fifty (50) pounds in weight.

WORK ENVIRONMENT

Work will be done most of the time in a climate controlled, well-lit office atmosphere with moderate noise. There will be will be required time in the yard areas of the Company to become familiar with the products. These locations may be visited throughout the year and during all weather conditions.

Work days will often extend beyond 8 hours as activity and responsibility dictates; weekend work will be required during the spring and summer season. Attention to detail, fast-paced activity and response time to customer and/or company requirements, and results oriented expectations could be the norm.

ATTIRE

The industry and company are casual in this regard. However, attire should be suitable for meetings with customers and suppliers. Collar shirts are required in these situations.