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Customer Service Representative Position Description

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 sales staff in day-to-day sales activities.

Duties- Must be willing to:

- Serve as an in-house contact for outside sales staff by processing orders and credits including receiving, entering, acknowledging, and updating customer and sales rep requests.
- Assist sales staff and customers in answering questions regarding availability and pricing.
- Assist the Sales Office Supervisor in our retail tagging program and other tasks as requested.
- Assist the Sales Office Supervisor/Sales Manager in report generation as requested.
- Fill in for the receptionist as needed.
- Complete at least one professional training each year.
- Perform other duties as directed by Supervisor.

Qualifications

- 2 years of customer service experience or Associate Degree preferred.
- Must have excellent math skills.
- Working knowledge of 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.
- Strong work ethic and integrity, with a willingness to learn and adapt.

Start Date: As soon as a qualified candidate is identified.

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

Hours: Normal working hours are Monday through Friday 8:00 AM to 5:00 PM with a half hour to one hour for lunch. However, the individual must be willing to work additional hours as workload dictates. During spring shipping (March 1- June 1), this position will require longer workdays in order to accomplish tasks. Will be

required to work some Saturdays. This is a full-time year-round position. Vacation is not allowed from March 1- June1 or 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. 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. The job description can 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 and we seek to do what is morally and ethically right.

Passion- We strive to enthusiastically share our love for Agriculture by connecting people with plants, fruit, and the farm.

Family- The Saunders Brothers' Family includes and fosters many diverse families, generations, races, religions, and nationalities.

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.