

CASEY

NURSERY, INC

GOLDSBORO, NC

Sales/Customer Relations

This position is responsible for daily customer communication and order management. This role will manage current customers as well as the development of new leads. The applicant selected for this position will need to be proficient in communication via telephone, email and text. Basic computer proficiency with Microsoft and Google software is required. This role will report directly to the business owners.

Examples of responsibilities and requirements include:

- Customer Contact
 - Timely Communications with customers
 - Advise/Sale material
 - Tag material
 - Pull Small orders
 - Send Picture Request
 - Capture Order Requirements (location, time, equipment/personnel requirements for unloading)
- Order Entry
 - Enter Orders in Quickbooks or other software
 - Print pull list
 - Communicate order requirements with loading crew
- Inventory/Availability
 - Lead physical counts
 - Control available qty to ensure orders can be fulfilled
 - Account for shift up materials
- Constant Contact
 - Select Plants for Highlight
 - Provide Photos
- Customer Retention and New Customer Development
 - Select and secure Christmas gifts for customers
 - Check in/Visit idle customers
 - Cold Call/Visit new customers
- Coordinate/provide customer tours
- Trade Show
 - Attend Green and Growin' and Jonston County Nursery Association Shows

- Design and assemble booth to showcase current material
- Network with customers and other nurseries
- Tags (shared responsibility)
 - Pull picture tags for orders
 - Print retail tags for orders
- Order Boards (shared)
 - Switch order boards
 - Update with holidays, closures and major events
- Capture/Upload photos for: (shared)
 - Constant Contact
 - Joco Plants
 - Photo Book/Website
- Education and experience
 - High School or greater (required)
 - 5-10 years of working experience in a customer service field (preferred)
 - Knowledge of the garden center and landscape business
 - Knowledge of local shade tree and woody ornamental plant material

Any questions or to apply for this position please email office@caseynursery.com attach resume and contact information.