



Job Title: Customer Service Representative

Reports to: Sales Manager

Department: Sales

Salary Range: \$18 - \$22

A career at Skagit Horticulture is challenging, rewarding, and satisfying. We accomplish our goals when everyone performs to their full potential while contributing as a valuable team player with others in the organization.

Summary of Duties and Responsibilities: This is an onsite entry level position that can provide a great jumping off point into a career in Account Management or the Horticulture Industry. The ideal candidate will manage relationships and sales with customers, ranging from day-to-day information requests to sales calls. This role is a critical position on the sales team and works closely with account managers who are traveling and working off site as well as an established group of customers wholesale customers. Bonus Opportunities are available with this position

Primary Duties:

- Customer Service
 - Make and take sales calls
 - Provide customer follow up regarding order status
 - New customer inquiries
 - Manage small accounts within territory of service
- Order Management
 - Enter or combine new and existing orders
 - Create Prebooked order report for customer follow up
 - Manage sales orders based on changes to inventory
 - Moving sales order lines to new or existing orders
 - Follow up communication regarding product that is no longer available
 - Offer product substitution or other potential solutions
- Credits
 - Pull invoices, collect needed documentation, and write up credits for processing
- Walk product
 - Photograph and report back to Account Manager

Coaching and Training: You will receive internal coaching and training, should you need additional continuing education, please see your immediate supervisor.

Qualifications:

- Required proficiency in basic math skills
- Required proficiency in use of Microsoft Excel
- Basic competency in other Microsoft Office® programs
- Minimum two years of customer service and/or sales experience
- A background in farming or horticultural experience is preferred





- Candidate should have strong people and problem-solving skills
- Ability to work independently, manage and prioritize multiple projects
- Collaborative team member, at work, as well as with customers
- High integrity and respect for confidentiality requirements

Safety

- Ensure that all work areas are kept clean and safe.
- Maintain a zero-tolerance attitude for unsafe work practices

Benefits

Skagit Horticulture offers an excellent benefits package including medical, dental, vision, 401k, and 8 paid holidays.