



Northeast Nursery, Inc.

Supplying Fine Plant Material & Landscape Supplies

6 Dearborn Road · Peabody, MA 01960-1316
Telephone (978) 535-6551 · Fax (978) 854-4447
hr@northeastnursery.com

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Job Title: Customer Service Representative

Department: Customer Service Counter

Function: Offering administrative support for the inside and outside nursery salespeople and management, as well as servicing customer's needs.

Duties and Responsibilities:

1. Answering inquires through the phone, email or fax machine, and processing the necessary information in a timely manner for the customer.
2. Sell product and place customer orders in computer system.
3. Provide customers with product and service information.
4. Upsell products and services.
5. Transfer customer calls to appropriate staff.
6. Identify, research, and resolve customer issues using the computer system.
7. Follow-up on customer inquires not immediately resolved.
8. Recognize, document and alert the supervisor of trends in customer calls.
9. Other duties as assigned.
10. Basic reading, writing, and arithmetic skills required. This is normally acquired through a high school diploma or equivalent.
11. Computer literate with the ability to learn customer service software applications. Duties require professional verbal and written communication skills and the ability to type 30 wpm. This is normally acquired through one to three years of office experience.

Qualifications:

1. Assist customers in a timely, courteous and professional manner.
2. Capable of multi-tasking and being well organized.
3. Have readable penmanship.
4. Take direction from management and complete tasks unsupervised.
5. Demonstrate dependability, initiative and productivity.
6. Communicate well with others.

Contact Person: Wholesale Manager

This job description is intended as a summary of the primary responsibilities of and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform or of all qualifications that may be required either now or in the future.