



## Northeast Nursery, Inc.

*Supplying Fine Plant Material & Landscape Supplies*

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**Job Title:** Wholesale Nursery Customer Service and Administrative Assistant

**Department:** Nursery Sales Office

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

### Duties and Responsibilities:

1. Greet and direct customers as they enter the nursery sales office. Set them up with salespeople if necessary to finalize transaction.
2. Answering nursery inquiries through the phone, email or fax machine, and processing the necessary information in a timely manner for the customer.
3. Creating quotations or orders received from customers and then filing them away.
4. Updating the mailing list and sending out any literature or catalogs to them
5. Updating the wholesale catalog. Taking any price changes and new items and adding them to the catalog from management.
6. Updating all label descriptions for the web site online catalog.
7. Contacting customers about product lines and services that we provide.
8. Updating contact information in the customer list.
9. Making signage for the wholesale nursery department.
10. Creating availability lists for salespeople and customers
11. Become proficient with the sales process at Northeast Nursery and all paperwork associated therein. Write up, neatly, sales orders as the customer has picked out their order.
12. Suggest to customers other products to increase sales with add-ons.
13. Educate customers on topics such as planting and plant care.

### 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.*