Position: CUSTOMER SERVICE REPRESENTATIVE (CSR)  
Reports To: Customer Service Manager  
Position Type / Hours: Monday through Friday, 8:00 am – 5:00 pm.  

**Job Description:** The Customer Service Representative (CSR) will be responsible for performing a variety of operational and supervisory functions to insure the efficient and effective function of the customer service department at North Creek Nurseries.

**Job Activities / Duties:**
- Answer telephone and route calls to the appropriate person
- Serve as first line of contact for customers—prepare and relay up-to-date information and answer questions
- Take orders, respond to quotes, and resolve customer service problems/questions in a timely and professional manner to enhance customer satisfaction
- Monitor and respond to email, fax and phone inquiries; this may include availability requests, order adjustments and inquiries, general plant information, contact information, etc.
- Order processing, data entry, basic clerical functions (mailing, filing, etc.)
- Interact with Production Administrator to ensure order fulfillment and planning for custom orders

**Job Knowledge:**
- Must have good computer skills; well versed in Microsoft Excel and Word, and able to use the Internet and e-mail
- Plant knowledge helpful but not required
- Good communication and interpersonal skills a must

**Job Success Factors:**
- Is able to produce results in a sometimes-chaotic situation; stays calm in difficult situations
- Is a good communicator; can organize thoughts well and express them in a clear manner
- Expresses thoughts in a manner that is well taken
- Invests the time and effort to do a good job; takes pride in accomplishments
- Exercises initiative, and is able to work independently
- Is a flexible team player with a “can-do” attitude
- Strong work ethic, detail oriented, highly organized, able to prioritize and multi-task
- Can be flexible and adaptable in approach to work
- Must be able to interact with different types of people, as our customer base is varied
- As a representative of the company, you must be dependable, consistent and positive
- Maintains a clean working area (“starts clean, works clean, finishes clean”)
- Works in a safe manner, reporting any unsafe conditions or safety incidents
- Follows Lean Flow or Working Smarter program in day-to-day tasks
- Willing to go the “extra mile” to ensure our customers’ loyalty and return business
Skills / Qualifications:
• Must have effective listening and communication skills.

Goals / Objectives:
• Work with Customer Service Team to respond to all quotation requests within 24 hours, and confirm all orders within 5 business days
• Keep paperwork organized and up to date
• Make sure our customers are happy with the service and product we provide
• Provide phone service to our customers, make sure that all questions are answered either by yourself or are routed to the appropriate person in our office

Send resume or letter of interest to:

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