



Send resume to HR Manager at
employment@northcreeknurseries.com

Job Title: Customer Service and Sales Support Manager

Job Summary: Oversee customer relationships by supporting the sales and customer service teams. North Creek is dedicated to growing and selling plants that enhance sustainable outdoor environments while benefiting people and the planet.

Primary Responsibilities: Supervise and manage day-to-day activities in all phases of customer service to ensure customer satisfaction.

Daily Activities:

- Monitor and respond to email, phone inquiries and customer requests relating to inventory availability, new orders, order adjustments, updating customer contact and payment information; answer shipping questions; provide general plant information
- Enter orders into software system; prepare order quotes
- Solve order-related problems by seeking solutions with internal teams
- Create and follow standard operating procedures, ensuring staff follow SOPs
- Cross train all areas of department operations within sales and customer service
- Learn staff abilities and strengths to distribute workload among team members, maximizing efficiency and engagement
- Collaborate with shipping department to find best options for product transport
- Learn about and participate in the production planning process
- Collaborate with marketing department to target promotions
- Website: supervise daily availability updates
- Coordinate shipments to Canadian and US customers that require USDA inspection
- Train, coach, and recruit future customer service employees
- Participate in industry trade events and visit customers when possible

Required Knowledge / Skills:

Passion for customer service and satisfaction
Patience, compassion, and empathy
Willing to learn customized computer software
Excellent written and verbal communication skills
Time management skills
Decision making skills to resolve customer issues in a timely, professional manner
Competency with Microsoft 365
Plant knowledge and experience in the horticulture industry required

Company Culture: North Creek strives to promote sustainable outdoor environments. As a wholesale plant propagation nursery, we specialize in growing starter plants / plugs of perennials, ornamental grasses, ferns, vines, and shrubs with an emphasis on Eastern US native plants. Our plants are used by wholesale growers and landscape contractors. Our vision is to be a leader in the development and practice of sustainable horticultural systems while delighting our customers.

www.northcreeknurseries.com

Position Type: Full-time with average of 40 hours per week. Must be willing to work additional hours as needed to accomplish goals and objectives.