



To apply, send resume to HR Manager at employment@northcreeknurseries.com

Position: AG Exempt Reports To: CFO	CUSTOMER SERVICE MANAGER
Position Type / Hours:	Full-time with average week 40 hours; must be willing to work additional hours as needed (whatever it takes to accomplish goals and objectives). Travel between farms is required as part of the position.
Job Description: Maintain customer satisfaction by providing problem-solving resources. Perform various operational and supervisory functions to ensure the effective function of the Sales Department at North Creek by ensuring that prescribed schedules, policies, and procedures are followed.	
<p>Primary Responsibilities:</p> <ul style="list-style-type: none"> • Manage Customer Service team, communicate expectations and provide performance reviews—delegating workload to ensure maximized employee engagement • Supervise and manage day-to-day activities in all phases of customer service to ensure customer satisfaction, provide technical advice, answer questions in a timely and professional manner • Ability to work and make decisions independently to resolve customer issues in a timely and professional manner • Determine best practices for fulfilling customer needs and implementing exceptional customer service standards—ensuring collaboration and transparency by maintaining contact with customers (e.g., traveling to and working at trade shows, visiting customer operations) • Work with cross-functional teams (Production, Inventory, Shipping) to improve processes and gain efficiencies, including interaction with Production for following year’s planning to meet customer demand • Coordinate with Marketing to help target promotion and social media as it relates to Customer Service needs and Availability • Work with Inventory and Sales Managers coordinating order cancellations and reschedule notifications • Act as point/problem solver with various software providers • Analyze information and evaluate results to choose the best solution to solve problems (ability to problem solve and make decisions) • Assist team entering orders into software system; prepare order quotes • Monitor and respond to email, fax, and phone inquiries (e.g., availability requests, order adjustments and inquiries, general plant information, contact information) • Train, coach, and recruit/hire employees as needed to maintain North Creek’s high level of customer satisfaction • Contribute customer service recommendations to strategic planning process and company goals • Perform additional duties as required <p>Required Knowledge/Skills:</p> <ul style="list-style-type: none"> • Must have good computer skills; well versed in Microsoft Excel and Word, and able to use the internet and email, with ability to learn customized computer software • Plant knowledge helpful but not required • Excellent professional communication, listening, and interpersonal skills • Good organizational and time management skills <p>North Creek Expectations:</p> <ul style="list-style-type: none"> • Adhere to standard work procedures, company policies and safety procedures 	

- Be reliable and consistent in attendance and punctuality, report to work on time; follow the timekeeping process
- Exercise initiative and be able to work independently
- Be a team player with a “can-do” attitude; can be flexible and adaptable in approach to work
- Be a good communicator; can organize thoughts well and express them in a clear manner; ability to express thoughts in a manner that is well taken
- Invest the time and effort to do a good job; take pride in accomplishments
- Strong work ethic, detail oriented, highly organized, able to prioritize and multi-task
- As a representative of the company, must be dependable, consistent, and positive
- Must be able to interact with different types of people, as our customer base is varied
- Develop constructive and cooperative working relationships with others, maintaining them over time
- Willing to go the “extra mile” to ensure our customers’ loyalty and return business
- Ability to produce results in a sometimes-chaotic situation; stays calm in difficult situations
- Work in a safe manner, reporting any unsafe conditions or safety incidents
- Keep supervisor informed
- Follow and sustain LEAN practices in day-to-day tasks
- Maintain a clean working area (“start clean, work clean, finish clean”)
- Follow Systems Approach to Nursery Certification (SANC) practices in day-to-day tasks and strive for continual improvement of our facility practices and internal procedures

Goals/Objectives:

- Manage Customer Service Team to respond to all quotation requests within 24 hours, and confirm all orders within 2 business days
- Exceptional customer satisfaction with service and product
- Ensure you answer all customer questions or route to the appropriate person at North Creek
- Strive to be an industry leader, and be recognized for it
- Assist the entire North Creek team in making it the most reliable producer of high-quality perennial liner material in North America
- Look for opportunities to cut operating expenses, reduce liability, increase profit—overall improve department/company efficiency
- Continued education of all teams to ensure a high level of plant quality from production, through growing and quality control until ship date following quality standards

Physical Demands/Requirements:

- Ability to lift 25 lbs.
- Activities include/employee will need to: stand walk sit push pull climb crawl bend kneel squat twist reach grasp drive
- Possess a valid driver’s license which will meet approval of company insurance carrier

Working Environment:

- Noise level: Minimum Moderate
- Fumes/Dust/Gases – Minimum
- Humidity: hot/humid, inside, and outside

4/13/22

North Creek Nurseries, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.