



Position: CUSTOMER SERVICE SUPERVISOR
Department: COURTESY SERVICES – CUSTOMER SERVICE
Reports to: STORE MANAGER/ASST. STORE MANAGER
Hours of Work: Rotation – As per schedule to support retail business

Posting Date: July 28, 2015
How to Apply: Send Resume and Cover Letter to Jim Hamilton Human Resource Manager

Summary

The individual in this position will act as a support network between the consumers and the retail store. This individual will assist customers by responding to inquiries, acknowledging and resolving complaints/concerns, and any other item that is required to enhance our customer service level. Supervisor will support in attaining company sales goals and additional sales revenue.

Core Competencies

- Customer Focus
- Communication
- Energy and Stress
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Operating Equipment
- Ethics and Integrity

Job Duties

- 1) Responding to customer inquiries/complaints either in person, over the phone or via email to customers
- 2) Process of refunds and or exchanges or compensation, write-offs, discounts while adhering to BGHL policies. (includes compiling tracking form and some basic analysis)
- 3) Keep Management apprised of any product, customer, or employee concerns.
- 4) Completing documentation in response to customer inquiries. Documentation may include an email response, written report and/or a written form.
- 5) Leading and supervising a team of staff including training new or current staff to deliver to company standards
- 6) Review product from wholesale vendors to ensure inventory and pricing accuracy is current. This product includes bulk soil, sod, nematodes, mail boxes, furniture etc..
- 7) Entering information from a manual (hand written form) into an excel spreadsheet. These reports include returns/exchanges, customer surveys and other data information we may be collecting.
- 8) Respond to customers inquires about landscaping and schedule appointments between the landscape designer and his/her clients.
- 9) Arrange the dates for delivery with customers. Ensure that the items that require delivery are completed within the committed time frame. This may include contacting the delivery driver, requesting for an additional driver and organizing and arranging deliveries in co-ordination with the floral shop
- 10) Liaise with reception regarding customer service Sell gift certificates to customers either over the phone or in person.
- 11) Administer donations. This includes sending the initial donation request form to the donation committee for review, communicating with the customer on whether or not their request was accepted and providing the donation product as specified by the committee.

- 12) Meet with others to develop and enhance procedures/policies/standards and provide improvements, instilling fair practices and team cohesiveness.
- 13) Attend meetings as required and proactively communicate the information to the department to eliminate confusion.
- 14) Provide product information for customers. This may include identifying types of plants, plant diseases, insect identification and information on any product within the store.
- 15) Inform customers of the available programs to encourage customer loyalty (grow for the green, seminars)
- 16) Tabulate receipts and provide appropriate coupons for the grow for the green customer. Once completed, provide the customer information to reception.
- 17) Administer large corporate customer account payments
- 18) Remove inventory used by the flower-shop, ensuring that the inventory in the system reflects the accurate in store inventory.
- 19) Process employee purchases in accordance with the specified policy and procedure
- 20) Ensure team members are accomplishing their daily tasks, and also working toward further continual knowledge
- 21) Ensure opening and closing procedures are adhered to. Keep area clean, organized and presentable
- 22) Cover front cash, fill displays and merchandise
- 23) Cashier (please refer to cashier job description)
- 24) Other duties as required

Requirements

- 1) Strong customer service skills
- 2) Horticulture Knowledge and Garden Center experience
- 3) Able to multi-task
- 4) Able to quickly navigate the internet and or library resources to provide responses to customer inquiries
- 5) Able to create reports, table and presentations with computer software (excel, word, basic programs, internet)
- 6) Able to analyze data to recognize and act on consumer trends
- 7) Strong organization skills: complete daily reports, respond to customer inquiries and ensure deliveries are completed all in an orderly and timely manner
- 8) Attention for detail
- 9) Able to risk manage: easily identify how to increase profit and decrease costs
- 10) Enhanced Stress Management: Able to quickly resolve conflicts, multi task and work in a busy environment while maintaining a positive, co-operative demeanor
- 11) Able to make rational and quick decisions in a fairly stressful environment.
- 12) Strong leadership skills and the ability to effectively manage employees
- 13) Excellent communication skills, both written and verbal. Excellent time and project management skills.
- 14) Must have reliable transportation.

Work Conditions

- May require work in environments requiring protective equipment.
- May be exposed to dust.
- Ability to attend and conduct presentations.
- Manual dexterity required.
- Extra time as required
- Other duties as required