



## Program Assistant For Customer Service

**PROGRESSION OF SUPERVISORS:** Garden Ready Sales Manager, Sales Manager, Director of Sales & Marketing, Managing Director, Vice President, President

**JOB SUMMARY:** Oversee, implement and evaluate FS & PW programs in a manner that results in program success and increased sales and efficiency. Approach to work should result in the continuous improvement of programs. Anticipate the needs of the customer (internal and external) to maintain the highest level of quality service.

### **ESSENTIAL FUNCTIONS:**

1. Coordinate the programs to support the sales goals for each program.
2. Monitor programs based on goals and report level of success periodically.
3. Develop ideas for new processes or ways to improve existing processes.
4. Secure all relevant information from various departments to develop a cohesive program plan that can be utilized by Growing, Retail Ready and Marketing teams.
5. Create functional barcodes for all new product offerings.
6. Order supplies including but not limited to product tags for Retail production.
7. Monitor inventory and sales of decorative containers.
8. Assist in the creation, promotion and efficiency of the Rack Capacity
9. Monitor and utilize Salesforce Retail reports information as a tool to guide your research and planning.
10. Coordinate product offering plan and detail with Marketing Department for catalog and other promotional materials.
11. Coordinate all Retail customer communications including rebate letter, packets, quotes, etc. and follow up as necessary in a timely manner
12. Assist with open house, customer visits and events.
13. Maintain an updated instruction log of all duties.
14. Assist the sales team with customer calls as assigned.

### **ESSENTIAL WORK HABITS:**

1. Support Four Star Greenhouse's Mission Statement in all job related functions.
2. Consistently demonstrate a positive attitude and promote positive morale by working effectively as a team member.
3. Establish priorities, work independently, and accomplish objectives with minimal supervision.
4. Adjust schedule daily, weekly or seasonally as needed to make sure tasks are completed and goals are met.
5. Report to work as scheduled maintaining a level of absences that results in minimal department disruptions and minimal unfair burden on other employees.
6. Travel as required to ensure that goals and expectations are met. Demonstrate a high level of professionalism while at work, or while representing the company in any capacity.



**ESSENTIAL SKILLS:**

1. Meet established deadlines or report if deadlines will not be met.
2. Quickly learn and adapt to new computer systems, company specific programs and other technologies.
3. Proficient with reporting software to produce sales reports with the ability to extrapolate data.

**QUALIFICATIONS:**

1. Must have a good working knowledge of Microsoft PowerPoint, Word and Excel.

**ADDITIONAL RESPONSIBILITIES:**

1. Participate in marketing events such as seminars, trade shows, webinars, go-to-meeting events or any other event as deemed necessary or assigned.
2. Assist in on the job training of new sales team members.
3. Travel as needed to meet company objectives. Occasional overnights, weekends, and evenings may be required.
4. Other duties as assigned.

**PHYSICAL ASPECTS:**

1. Large percentage of time sitting at a desk utilizing a computer and telephone.
2. May be exposed to sun and/or high intensity lights.
3. May be exposed to prolonged standing and walking.
4. Lifting a minimum of 20 pounds.