



Inside Sales/Customer Service Representative

About the position:

Here at Ernst Seeds, sales is a unique department. We work as a TEAM and are not in competition with each other. We are not simply “sales people,” we are sales and customer service representatives, problem solvers and environmental consultants. We are often presented with site conditions and/or customer needs and asked to suggest what should be planted there. We may be asked to explain why seed is not growing and what other options might exist. Finally, but rarely, we encounter the outright disgruntled customer.

Responsibilities:

- Customer phone calls, emails and faxes
- Demonstrate extraordinary phone etiquette using proper grammar and a cheerful demeanor
- Process orders and quotes in a timely fashion
- Keep documentation of orders, quotes and important conversations
- Develop extensive knowledge base of Ernst’s products and their applications
- Develop knowledge base of botanical names
- Follow instruction and retain important information
- Answer customers’ technical inquiries in a timely fashion
- Support customers through coordinating of design and/or educational assistance, as needed
- Assist with special projects and/or duties as assigned by management
- Provide feedback to supervisor as requested or deemed to be of value to Ernst
- Attend tradeshow and educational conferences as required

Expectations:

We do not expect all of these requirements be met overnight, however, after a 90-day period a re-evaluation will occur to ensure both parties are happy with the fit. During that time it is expected that our successful candidate demonstrate excellent multi-tasking skills, be personable and happy to work here, begin to develop the knowledge base, show drive and initiative and be comfortable with our software and order entry process.

Punctuality and common courtesy are absolute requirements. Overtime may be necessary during our busier times of year. Willingness to cross-train in other departments when possible.

Qualifications/Qualities we seek:

1. Computer skills
2. Self-motivator
3. Ability to multi-task
4. Business sense
5. Willingness to learn
6. Understanding of product/processes
7. Leadership skills
8. Reliability
9. Excellent writing and communication skills
10. Ability to organize and prioritize
11. Basic math skills
12. Detail-oriented

Education/Training:

Required: High School Graduate

Desired: Environmental science, horticulture or other science degree; business or marketing degree or equivalent experience

Mail cover letter/resume to:

Ernst Conservation Seeds
Attn: Human Resources
8884 Mercer Pike
Meadville, PA 16335

Or email to: hr@ernstseed.com

PHONE CALLS WILL NOT BE ACCEPTED

M/F/V/D-EEO