



**Title:** Communication Manager      **Reporting to:** Director of Sales  
**Department:** Communication      **Date issued:** 12.09.2022  
**Location:** Waterdown

## **JOB DESCRIPTION**

### **Job Summary:**

Responsible for overseeing and fostering a productive environment within the Communications team. The Communication Department is responsible for providing superior customer service, horticultural advice and companywide communications including receiving inbound phone calls, and monitoring and responding to emails. The team also coordinates back office administrative tasks including coordinating plantings and warranty issues. The manager oversees the performance of the employees to ensure the team is keeping pace with service demands. The manager also possesses thorough understanding of both customer and business needs and are capable of coming up with solutions that appease both parties.

## **LIST OF RESPONSIBILITIES**

- Maintains customer satisfaction by providing problems-solving resources.
- Addresses customers' questions and concerns within designated time frames.
- Manages staff including interviewing new hires, training and coaching, motivating, performance review and scheduling of staff to maintain proper department coverage.
- Communicates job expectations to other employees and updates roles and responsibilities documentation.
- Plans, monitors, appraises, and reviews job contributions of others.
- Collaborate with different teams to solve problems for customers and improve policies and procedures
- Enforces company policies and procedures.
- Prepares and completes actions plans on a daily/weekly basis for optimum team performance.
- Create and update team standard operating procedures and training manuals
- Implements, productivity, quality, and customer-service standards.
- Resolves problems, both internally and externally.
- Completes audits of phone systems and quality assurance of staff performance.
- Analysis phone statistics on a daily, weekly, monthly and yearly basis and summarizes/reports monthly on the performance level of each sales yard locations.
- Identifies customer service trends (weekly, monthly and yearly) and determines system and staffing improvements.
- Tests phone lines, analyzes variances and initiates corrective actions.
- Reviews and updates voice scripts on a seasonal basis and coordinates changes with voice talent
- Determines customer service requirements by maintaining contact with customers and coordinating with operational environments.
- Improves customer service quality results by evaluating, and re-designing processes and establishing and communicating service metrics and monitoring and analyzing results.
- Detects and diagnoses network problems, resolves problems and disseminates advisories and warnings.



- Prepare for and meet with Director of Sales and VP on a yearly basis to discuss performance of team, review phone statistics and make recommendations for improvement

#### **SKILLS REQUIRED**

- Customer service skills
- Process improvement
- Strong decision-making skills
- Managing processes
- Ability to Prioritize and multi-tasking
- Staffing
- Planning
- Analyzing information
- Developing standards
- Must possess a solid horticultural knowledge and a thorough understanding of Connon's policies and procedures

Connon Nurseries is an equal opportunity employer. Should you require any modifications during the interview process please connect directly with our Human Resources Manager.