



**Title:** Sales Admin Supervisor                      **Reporting to:** Sales Department  
**Department:** Sales    **Date issued:** 04.25.2023  
**Location:** Waterdown

**JOB DESCRIPTION:**

**Job Summary:**

The primary responsibility for the Sales Admin Supervisor is to sell Connon Nurseries products and services to our new & existing client base. To manage general office administration, monitor orders, assist with Invoicing/Billing & process data. The successful candidate must have strong computer skills and be able to interpret information quickly and accurately. Comfortable using a multitude of programs, versions of technology and having strong knowledge of Excel & other Microsoft products. Responsible for managing and developing junior member for the Sales team. Investigating and resolving Customer issues.

**Sales:**

- Manage & process all incoming sales orders via email or phone.
- Check data accuracy on orders and invoices.
- Contact clients to obtain missing information or answer queries.
- Liaise with the Logistics department to ensure timely deliveries.
- Maintain and update sales and customer records.
- Communicate important feedback from customers internally.
- Ensure sales targets are met and report any deviations.
- Stay up to date with new products and features
- Organizing/ Filing paperwork
- Inventory/ Stock checks
- Initiating and creating strong and lasting customer relationships
- Provide feedback and coaching to members of the Sales Team
- Initiate team meetings to keep everyone informed and to work on continuous improvement
- Determine priorities and delegate tasks to Sales Associates
- Investigate and resolve Customer issues
- Continually seeking to improve processes and create department SOP's
- Monitor all company orders to catch issues before they occur
- Answering questions from other sales people regarding product, service and process
- Continuous training of all staff
- Liaise with Sales Yards/ Trade Desk Supervisors regarding upcoming orders
- Schedule/ Vacation Schedule for all staff

**Billing:**

- Monitoring orders as needed.



- Assist with Invoicing/ Billing as needed.
- Entering new information into database systems
- Ensuring appropriate turnaround time on all data entry
- Reviewing and entering data information into the appropriate databases & programs
- Proactively verifying data through source documents
- Monitoring and updating existing data when required.
- Liaise with Accounts Receivable regarding accounts over credit limit
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Recruitment:

- Participate in hiring for the department.
- Conduct Onboarding for New hires.
- Making sure everyone has the equipment they need
- Training for staff within the department on new technology

Other:

- Participate in internal projects as required.
- Other duties as assigned.
- Power user on all Connon Programs

**SKILLS REQUIRED**

- High attention to detail
- Ability to prioritize and multi-task.
- Analyzing information
- Highly organized
- Excellent verbal and written communication skills
- Competent computer literacy
- Leadership
- Problem solving
- Self motivated
- Adaptability
- Proactive
- Team Player
- Plant Knowledge
- Ability to thrive in a fast paced environment
- Customer service
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Connon Nurseries is an equal opportunity employer. Should you require any modifications during the interview process please connect directly with our Human Resources Manager.