

Title: Information Desk

Department: Sales Yard

Date issued: 01.01.2025

Location: Waterdown, Trenton & Newmarket locations

JOB DESCRIPTION

Job Summary:

This is an integral area in our production sales yards - you are setting the tone for the customer's entire experience here at Connon Nurseries! A smile, a welcome or discussion to discover their needs is crucial in setting the stage for establishing our sales yard as the destination for their gardening needs. Although we may be assisting the communications department in answering incoming phone calls, a customer who has made the effort to drive to Connon Nurseries is our FIRST PRIORITY.

- Monitor the incoming emails and delegate them to the appropriate department if you cannot answer yourself.
- When a request comes in for an order that must go through the checkout team (bulk delivery order, etc.), email yourself with the subject "Attn: Cashier", and fill the body of the email with the customer's name, phone number, email, and what they are requesting.
- Answer incoming phone calls and delegate them to the appropriate department to answer the customer's question if you cannot answer yourself.
- Continually check the To Office bin behind Home Gardener checkout.
- When there's paperwork in the bin, make a trip to Head Office and place the paperwork in the slot just inside the back door.
- When the greeter is no longer present, it becomes the information desk's responsibility to monitor the watering needs outside the Home Gardener entrance.
- Nursery salesperson stationed at the desk is to take a look at the product and diagnose what happened to it.
- If a customer has pictures of their plant that is not looking good, but has not died, advise the customer to not pull the plant out of the ground as it will shock the plant and cause more damage, but send it into sales@connon.ca, or advise them to talk to a horticulturist.
- When a customer (in person or over email/phone) requests a nursery product that we do not have in the yard, but we do have in one of our production yards (you will know we don't have it after asking a salesperson, or by checking the database), we can send these requests to Sales.



- When invoices are placed in the “To Office” bin behind Home Gardener checkout, it is the information desk attendant’s responsibility to scan these into the appropriate Head Office department.
- If a customer is wondering if we carry a nursery product or perennial, we can do a database search.
- Assist customers who approach the Information desk. It is very important that you do not leave the information/reception desk unattended.

Experience & Qualifications:

- Previous experience working in a Sales Yard/Garden center preferred.
- Knowledge of Plants is an asset.
- Previous experience in Customer Service role.
- Advanced skills with Microsoft products.
- Strong time Management skills.
- Ability to multitask.

Connon Nurseries is a diverse and equal opportunity employer. Should you require any modifications during the interview process please contact our Human Resources Manager at 9056897433.