



Title: Loader
Department: Sales Yard **Date issued:** 01.01.2025
Location: Waterdown, Trenton & Newmarket locations

JOB DESCRIPTION:

Position Summary

A multi-faceted role that is responsible for greeting customers, ensuring quick and accurate loads, while maintaining a safe loading zone for coworkers and customers. This is an extremely important position as you are the last point of contact for our customers and must ensure our first-class customer service is delivered.

This is a collaborative role, relying on personal observation, along with working with others to best serve our customers. Communication is vital to make sure product has been paid for, loaded correctly and in a timely manner.

LIST OF RESPONSIBILITIES:

- Friendly customer service – including greeting customers, directing them to the best spot for loading and maintaining wait times.
- Receive and review invoice or loading slip from customers.
- Responsible for checking quantity and quality of plants on order and making sure they meet our standards.
- Count all product when loading, ensuring all product is loaded.
- Continuous update of available sod count.
- Plant care: ensuring that the product in pickup area is watered and maintained to our standard
- Reprocessing orders.
- Responsible for safe loading techniques, ensuring product is not damaged and weight distribution is done correctly.
- Responsible for daily machine inspections and reporting any issues to supervisor.
- Constant maintenance of pickup area – collecting garbage and keeping a tidy working space.
- Pull sold product out of sales yard as assigned by supervisor.
- Report any issues to supervisor in terms of customer service or safety concerns.
- Responsible for machine work in other departments as assigned.
- Quick response time on radio calls – making sure your radio is on and working at all times during shift.
- Other duties as assigned (May include weeding tree beds, pick up area, and helping other departments as needed).

SKILLS REQUIRED:

- This person must understand the dynamics of a busy, spring season in the Nursery industry .
- Ability to multitask and maintain a constant speed with accuracy.
- Willingness to work in all weather conditions.



- Promptness for shift arrival.
- Flexibility to work longer than shift in our busiest season (May/June).
- Must be able to lift 50lbs consistently.

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 ext 195.