**Title:** Head Office Sales Representative  **Reporting to:** Head Office Sales Manager

**Department:** Head OfficeSales **Date issued:** 01.01.2025

**Location:** Waterdown - Head Office

**JOB DESCRIPTION:**

**Job Summary:**

The primary responsibility for the Sales Representative is selling and promoting all Connon Nursery Products while establishing and maintaining strong customer relationships. The successful candidate must; Have strong computer skills and be able to interpret information quickly and accurately, be comfortable using a multitude of programs/versions of technology and have a strong knowledge of Excel & other Microsoft products and is responsible for taking and managing incoming orders as well as making product suggestions when needed. Plant knowledge is essential.

Sales:

* Complete data entry and quotations
* Take and Manage incoming Orders
* Answer customer inquiries by phone and email.
* Liaise with the Logistics department to ensure timely deliveries.
* Communicate important feedback from customers internally.
* Ensure sales targets are met and report any deviation.
* Stay up to date with new products and features
* Initiate and create strong and lasting customer relationships
* Determine priorities and delegate tasks accordingly
* Investigate and resolve Customer issues
* Liaise with Sales Yards/ Trade Desk Supervisors regarding upcoming orders
* Ensure appropriate turnaround time on all data entry
* Review and enter information into the appropriate databases & programs
* Liaise with Accounts Receivable regarding accounts over credit limit
* Make product suggestions according to customer needs
* Keep contact lists and following up with customers and potential leads
* Inventory/ Stock checks
* Other tasks as needed.

**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

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