



## **New locations coming soon!!**

**Title:** Customer Service                                 **Reporting to:** Assistant Manager  
**Department:** Sales   **Date issued:** 01.01.2025  
**Location:** Hamilton Mountain, Ancaster, Burlington, Oakville Nth, & Sth.

### **JOB DESCRIPTION**

#### **Job Summary:**

This hybrid role requires candidates to have the skills and ability to perform and provide excellent customer service in many different areas. Successful candidates must have the ability to process our customers quickly and efficiently.

This is a role that relies on high attention to detail, accuracy and multi-tasking to best serve our customers. The job involves flexibility to help where and when needed throughout different departments in the sales yard while still prioritizing Point of Sale functions to quickly check out customers.

#### **Cashier:**

- Turn all on computers, count float, ensuring the correct amount is started with each day, and be ready for first customers just before the start of shift.
- Unlock and open all customer doors/gates.
- Greet customers in an upbeat friendly manner.
- Processing transactions including cash and carry, planting, delivery and pick-up orders.
- Answer questions and direct customers to correct department to assist.
- Assist customers in locating desired products using a map, special awareness or radioing for other assistance when needed.
- Ensure all correct paperwork is created and delegated to the correct department for all pick up, planting and delivery orders.
- Maintain customer flow and ensure waits are kept at a minimum while customer experience remains at world class level.
- Maintain cleanliness and organization of the checkout.

#### **Loading:**

- 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.
- Reprocessing orders.
- Responsible for safe loading techniques, ensuring product is not damaged and weight distribution is done correctly.
- Must be able to lift a minimum of 25lbs weight comfortably.

**Plant Maintenance:**

- Let the Manager know if you notice: plant levels are low and needs reordering or if plants are not in good condition and need to be re-processed back to our production fields.
- Setting up displays and shifting of plant material, as directed by Manager.
- Weed, dead head, clean and space plant material.
- Watering plant material, as directed by Manager.
- Tidy aisles for carts, hoses and miscellaneous plant material.
- Communicate with the Manager any poor batches of plants, or disease/insects if found.
- Other duties as required.

**Expectations:**

- Arrive 10-15 minutes prior to the start of your shift.
- Flexibility to stay past your end of shift based on seasonal peaks (staying until the last transaction is complete and end of day balancing is reconciled).
- Self-motivation on completing the daily task list in between customers, if unsure, asking for directions from your Manager.
- Accuracy and time efficiency while completing order invoicing.
- Maintaining a friendly and positive demeanor with both customers and co-workers.
- Willingness to assist in a variety of roles throughout the sales yard when support is required in other departments.

**Resources required:**

- POS system
- Database
- Dashboard

Connon Nurseries is a diverse & equal opportunity employer. Should you require any modifications during the interview process please connect directly with our Human Resources Manager at 9056897433 ext 195.