

Customer Experience Officer



Objectives and Key Responsibilities
Last Updated: April 2023 - CGUTTE

POSITION Title: Customer Experience Officer

REPORTS TO: Sales and Marketing Manager

Position Based at: Kemps Creek

OBJECTIVE:

- As first point of contact – **The Customer Experience role is an ambassador for the AG brand.**
- To assist in exceeding budgeted sales revenues through the provision of exceptional external and internal customer service
- Maximising sales opportunities through the efficient management of customer interactions in-person and online ensuring their **Andreasens Green experience is a positive one.**
- Provide general administrative support to the Sales and Marketing Manager and Sales Director when required.
- Coordinate and communicate as required to ensure the smooth movement of goods in and out of the nursery.

RESPONSIBILITIES:

1. *Smooth Operation and Management of Reception*

- Manage all reception duties whilst delivering superior customer service as the first point of contact
- Aim to provide a superior customer experience in quickly determining customer/visitor needs and responding accordingly
- Ensure customers and visitors are signed in, are briefed on site OH&S requirements, and ensure appropriate PPE is worn before entering the nursery.
- Manage inward goods/plant deliveries with a high level of detail and liaise with relevant personnel to enable prompt and efficient receipt

2. *Administrative Sales Support*

- Be familiar with / trained on AG tools and systems including but not limited to: MYOB, Microsoft Office and Outlook
- Enter Business Accounts / Customers into MYOB in line with eligibility and SOP
- Data Entry of quotes and orders into MYOB as directed by the Sales and Marketing Manager and Sales as per guidelines with strict attention to detail
- Enter purchase orders into MYOB as directed
- Assist in stock sourcing and liaise with suppliers as directed, to fulfill orders
- Assist in the co-ordination and communication of sales meetings and associated activities
- Manage incoming AG sales emails (external) and forward enquiries to relevant team member or Trademart for action
- Manage and action incoming emails to Customer Experience from our internal customers

3. Co-ordinate customer dispatch and pick-up activities

- Managing pickups for cash sales / invoice clients and contacting dispatch to coordinate loading
- Process payments including the handling of cash / credit cards for over counter sales as required
- Raise invoices as required for account customers on pick up

4. Carry out tasks to support the AG Sales Team in Dispatching Orders (Work with Dispatch department)

- Strong liaison with the dispatch team to coordinate the movement of stock in and out of the nursery
- Ensure all relevant paperwork completed

SKILLS AND QUALIFICATIONS

- Exceptional customer service and professionalism that reflect AG values and result in positive customer experience
- Exceptional attention to detail and strong organisational skills
- Strong communication skills with demonstrated ability to work in a team environment
- Good time management skills and ability prioritise
- Sound computer and program skills including strong working knowledge of – Microsoft Office – Excel, Word and Adobe Reader – essential
- MYOB knowledge – highly desirable
- Cert 3 Horticulture or equivalent - highly desirable
- Great interpersonal and relationship management skills
- Experience and ability in effective problem solving

CLOSE WORKING RELATIONSHIP WITH INTERNAL CUSTOMERS:

- Sales and Marketing Manager
- Sales Director
- Sales Team
- Dispatch
- Other departments as required

REVIEWED and Agreed by:

SIGNATURE:

SIGNATURE:

NAME:

NAME:

POSITION:

POSITION: