**POSITION: WHOLESALE CENTER SALES RECEPTIONIST**

**COMPANY OVERVIEW:** Welby Gardens CO INC has been in business for 70 years. Our goal is to provide the best product to all of our customers. Today we strive to create a working environment that is safe, productive, and fun. Welby Gardens will continue to recruit the best talent and provide an environment that our employees can succeed.

**SUMMARY:** Work cooperatively with our sales team to grow existing customer base while increasing customer satisfaction

**REPORTS TO:** Receptionist / Sales Assistant

## DUTIES AND RESPONSIBILITIES:

* Greet and welcome guests as soon as they arrive at the office
* Direct visitors to the appropriate person and office
* Answer, screen and forward incoming phone calls
* Provide basic and accurate information in-person and via phone/email
* Call customers with next day delivery times on a daily basis
* Call on customers to inquire about potential orders throughout the week
* Modify customer orders based on request (date, delivery address and item changes)
* Enter customer orders as needed
* Follow up with customers to ensure customer satisfaction and resolve any complaint
* Fill requests for catalogs, information or samples
* Setup and maintain customer files
* Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
* Receive, sort and distribute daily mail/deliveries
* Perform other clerical receptionist duties such as filing, photocopying, faxing, scanning and attaching
* Maintain proficiency in using personal computer, picas data entry terminal and other common office equipment and software

**SKILLS AND SPECIFICATIONS:**

* Strong customer service skills
* Ability to communicate effectively
* Ability to utilize effective selling skills
* Intermediate knowledge of PCs, Windows, Microsoft Office, and the Internet

**EDUCATION AND/OR EXPERIENCE:**

* High school degree; additional certification in Office Management is a plus

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

* Ability to walk and stand throughout facility.
* Ability to move and lift 25lb trays of product.
* Ability to push/pull completed carts up to 80 lbs.
* Ability to operate motorized cart as needed.
* Ability to bend or kneel repeatedly throughout the workday

**PAY RANGE:**

* $13 per hour

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