



Job Description

Job Title: Customer Service Specialist – Single Route

Department: Service

Reports to: Service Manager

Position Summary:

- Provide professional plant care and premium service to our customers
- Cultivate existing customer relationships
- Engage the customer to encourage customer loyalty
- Sell additional services to the customer base

Significant Relationships:

- Customer
- Other Customer Service Specialists
- Installer
- Service Manager
- Sales Reps
- Concierge
- Admin Staff and Manager
- Branch Manager

Immediate Subordinates:

- None

Benchmarks for Success:

- A high level of customer satisfaction as measured by customer retention rates
- Achieve required levels of scorecard performance
- Display horticulture competence, reflected in account reviews and replacement rates
- Advancement in Discovery and Ambius Career Advantage

Principle Objectives:

- To continuously seek to elevate the level of customer engagement and relationships through regular customer interaction
- To provide a premium quality of service to our customers
- Encourage business growth by securing leads and making sales to the assigned customer base

Principle Responsibilities:

- To visit customer sites on a regular basis as established by route plan
- To service all required plants on the specified day
- Ensure replacement orders are placed according to branch guidelines and take ownership of the replacement until it's delivery to the specified account. Personally deliver 12" material and smaller
- Communicate with the customer contact on a regular basis. Inform and update the customer on any issues such as status of on-site plants, replacements, plant variety recommendations and scheduling changes
- Introduce new products and/or services to your customers
- Achieve add-on and job sales goals as agreed upon with your manager
- Ensure complete follow-up with all customer contacts
- Respond to all inquiries in a timely fashion
- Ensure the customer site is clean and orderly throughout visit, no water, waste or debris left behind
- Keep route schedule organized for maximum productivity
- Obtain customer signature on Service Delivery ticket after each account visit
- Communicate with Service Manager regularly to inform them of any issues or needs
- Maintain all necessary records according to company and branch policy
- Wear complete, clean and neat uniform each day
- Attend all meetings as required
- Complete all required training programs
- Follow all state and/or local guidelines for operating a vehicle during business hours
- Maintain vehicle in a clean and safe operational condition
- Agree to return all company issued materials if requested to do so
- Follow all state and/or local guidelines for breaks and overtime requirements
- Communicate any equipment breakdown or failure

Health and Safety Responsibilities: Provide to all employees a safe, without risk, working environment. This includes but is not limited to the following:

- Comply with all Health and Safety requirements as specified by the company and other government regulatory agencies. This includes but is not limited to:
 - Reporting/remedy of potential hazards
 - Storing, handling and disposing of chemicals
- Timely reporting of first reports of injury to the appropriate person with accurate and timely completion of necessary forms.
- Conduct health and safety audits of each employee to ensure work is in accordance with the safety policies of the company and other government regulatory agencies.

- Ensure that written health and safety procedures for each job task are up to date and available to include any potential health and safety risk in site specific areas.
- Attend any required Health & Safety meetings or training sessions

Working Environment: The team member may be subject to one or more of the following environmental conditions

- Indoor environmental conditions. This includes but is not limited to: Offices, atriums, malls, restaurants, hotels, airports
- Hazards including a variety of physical conditions, such as exposure to chemicals, heavy lifting, working with sharp tools
- Atmospheric conditions: Dusts, mists, dirt, water, pests
- Regular driving conditions: May be required to drive in rain, snow and/or high heat
- Walking Routes or exterior work require regular exposure to ambient weather conditions

Physical Requirements: The team member may be required to perform one or more of the below functions on a day to day basis.

- Climbing: Ascending or descending stairs, step ladders or ramps
- Reaching: Extending arms and hands to reach plants on multiple levels
- Kneeling: Bending legs at the knee to get to low level plants
- Crouching/stooping: Bending the body forward and downward by bending the leg and spine to reach low level plantings
- Walking: Moving about on foot for long periods of time to accomplish tasks
- Pushing: Using upper extremities to press against something, particularly water machines
- Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug at objects such as plant containers
- Lifting: Raising objects from a lower to higher position or moving objects horizontally from position to position such as moving planters from place to place

Limits of Authority: The following must not be undertaken without prior agreement of the Service Manager or Branch Manager:

- The issue of any purchase orders
- The purchase of goods without specific permission
- The purchase or use of any products outside the normally issued range

Skill areas:

- Strong customer service skills
- Ability to think quickly evaluate a situation and develop appropriate cost-effective solutions
- A desire to interact with customers and provide premium service
- Strong problem solving skills

- The ability to multi-task
- Strong time management and organizational skills
- Ability to work within teams and help support a positive team environment
- Comfortable and capable to use a computer
- Willing to pass and maintain a state mandated pesticide training and licensing
- Good written and oral communication skills in English
- Good driving record

Personal Characteristics:

- Outgoing, pleasing personality
- Flexible and adaptable mindset
- Desire to provide the highest level of service satisfaction
- Possess a sense of urgency
- Diplomatic. Looking for 'Win-Win' solutions
- Energetic, hard-working with the ability to stand and walk for long periods of time
- Detail oriented

Education/Experience:

- High school graduate or equivalent preferred
- Experience in a customer focused environment preferred
- Working knowledge of horticulture is beneficial but not required
- Must have a valid drivers license, if applicable
- Must be able to pass drug test
- Ability to pass any background checks as required by state or local laws or per customer requirements

On-Going Training and Development

- Must complete initial training program "Discovery Program" within the prescribed 4 weeks
- Must complete required "Ambius Career Advantage" programs within designated timeframe
- Attend and complete any required additional training courses

This job description is meant to reasonably describe the specific job title of Customer Service Specialist. Individual responsibilities and capabilities may cause this description to be adjusted depending on various Branch and Company needs.

I confirm, accept and understand my responsibilities as defined by this job description.

Signature

Date

Revised 4/2011