

Wholesale Yard Sales Job Description

1. Assist Customers with All Aspects of Sales:

- A. Polite and professional service to customers at all times
- B. Ability to lift heavy objects up to 50 pounds and be on your feet for several hours
- C. Proficiency in invoicing and payment processing
 - 1. Note any changes of size or variety on load sheet.
 - 2. Note any changes in item counts on load sheet.
 - 3. Adjust orders in computer to reflect all changes.
 - 4. Understand PCF policy on all aspects of customer credit.
- D. Work toward a basic knowledge of plant material
- E. Take incoming phone calls
 - 1. Assist customers to the best of your ability.
 - 2. Direct calls to customer service persons as needed.
 - 3. Return calls to customers as needed.
 - 4. Help to schedule customer order pickups and deliveries.
- F. It is required to be prepared to work long hours in the spring and fall often in excess of 50 hours.
- G. Take responsibility for customer order processing
 - 1. Enter orders in the computer and verify for accuracy.
 - 2. Direct pulling paperwork to proper pullers.
 - 3. Keep CSR's informed about customer activity.
 - 4. Use returned puller paperwork to adjust computer orders.
 - 5. Make sure that customers are called if necessary to inform them of changes and unavailable items.

2. Office Responsibilities:

- A. You are the lead person for customer order entry.
- B. Keep an updated planning board; Work with your supervisors to be sure all orders are being processed efficiently.
- C. Properly direct incoming phone calls, fax transmittals, intra-Company mail, and e-mail to proper PCF personnel
- D. Assist CSR's with bidding and quotes as needed
 - 1. Maintain quote file daily
 - 2. Verify that all faxes attempted are actually completed.

3. Communications:

- A. This position is the communication hub for all Wholesale Yard Operations. Open and accurate information dissemination is essential.

- B. Have a working knowledge of all PCF communication systems; this includes the farm-wide cell phones, and PCF integrated communication applications.