

Saratoga Sod Farm
 374 Route 4
 Stillwater, NY 12170
 518-664-5038 Fax 518-664-3559
www.saratogasod.com

Job Title: Customer Service Team Member
Supervisor: Office Manager
Term of Employment: Full-Time
Salary: Commensurate with experience
Work Hours: Office Hours: Monday - Friday: 7:00 am - 5 pm
 Saturday: 8 am - noon
Average Hours/Week: Approximately 50-55 during season
Benefits: Health, dental, vision, 401(k), sick, vacation, holiday, medical days, worker's comp., unemployment insurance

I. Purpose: Work with team members and take an active role in helping our customers be successful. Perform daily responsibilities of customer service, farm communications, sales coordination and office operations. Portray company image of professionalism and excellence to customers and the general public.

II. Working Relationships: The Customer Service Team Member works and communicates directly and regularly with all company employees and managers regarding customer orders and schedules. He/she also has constant direct contact with customers both over the telephone and in person.

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| III. Job Duties: | <u>% of time</u> |
| 1) Customer Communication and Service | 50% |
| 2) Computer work (Windows '95, Word, Excel, QuickBooks Pro) | 15% |
| 3) Scheduling and Dispatching | 20% |
| 4) Marketing Assistance | 10 % |
| 5) Odd jobs as needed | 5% |

IV. Working Conditions: Indoor, air conditioned office work in an Agricultural environment.

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| V. Job Experience: | <u>Req.</u> | <u>Des.</u> |
| 1) Interpersonal Communication Skills | | X |
| 2) Knowledge and experience in office operation | | X |
| 3) Computer ease and knowledge | | X |
| 4) General agricultural/turfgrass knowledge | | X |
| 5) Willingness to learn | | X |

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| VI. Skills: | Min. Level | | Min. Level |
| <u>Category</u> | <u>Req.</u> | <u>Category</u> | <u>Req.</u> |
| Oral Communication | H | Planning/Organization | H |
| Flexibility | H | Stress Tolerance | M/H |
| Written Communication | M | Salesmanship | M/H |
| Delegation | L | Sensitivity | M |
| Leadership | M | Initiative | M |
| Customer Service | H | | |

VII. Performance Factors: Ability to handle job responsibilities efficiently and effectively.