



West Coast Seeds

Customer Sales/Service Representative

Join our team of talented, passionate, and dedicated professionals in a fast-paced, growing, environmentally-conscious company. Located on beautiful farmland in Delta, BC, our head “office” is an amazing renovated farm house with scenic views of our lush gardens and fields. We care about each other and what we do, and are looking for an experienced individual who shares our Values of supporting community, diversity, nature, organic principles and inspiring joy.

The successful candidate will be a positive and confident individual who possesses strong interpersonal skills. Your strengths will lie in your ability to genuinely engage with our team, provide a great customer experience, contribute positively to the organizational culture.

Our Company

West Coast Seeds believes, first and foremost, in the principles of organic growing and sustainable agriculture. Namely, we feel that food and all plants can be grown without the use of synthetic chemicals and that the seeds we supply are an important component within the broader approach to organic gardening. We support growers as custodians of the land they grow on — however large or small — and through adopting organic gardening techniques such as composting, companion planting and planting pollinator friendly plants, we help repair the world by nourishing the soil, and ourselves.

Founded in 1983, West Coast Seeds’ purpose was to source and supply seeds of a higher quality than had been available to home gardeners. Following the traditions of organic farming and gardening, the focus was on offering untreated seeds suitable for organic growing. Today we offer over 1,000 varieties of untreated, non-GMO, open pollinated and hybrid vegetable, herb and flower seeds, as well as a wide range of unique bird feeders and quality gardening supplies.

The Role

- Providing customers with prompt and accurate product and service information, (including product recommendations and answering growing and gardening questions) processing orders/payments, returns/credits and responding to customer inquiries as required;
- Answering customer email, phone and online message inquires in a timely fashion;
- Maintaining accurate and up to date customer account information including setting up new customers, updating contact information and recording relevant notes on customer comments;
- Keeping up to date and informed on our products and current trends in the gardening community;



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- Follow WCS policies and procedures as they relate to customer complaints, product knowledge and service issues to provide prompt and satisfactory resolutions for each customer, including escalating issues to managers or other departments as appropriate;
- Contribute to the overall Customer Service Team effort by performing other duties as may be required from time to time including various administrative duties such as filing and invoicing;
- Maintaining strong communications with and providing customer feedback to other departments as appropriate to ensure continuous improvement in products & services.

Attributes and Skills:

- Knowledge of Customer Service principles and practices;
- Background/experience in gardening, farming, horticulture or related product knowledge;
- Strong interpersonal and communication skills including a positive & professional manner;
- Enjoys collaboration and teamwork;
- Good computer skills, with experience using order entry software and a multi line telephone system;
- Attention to detail, accuracy and the ability to work in a busy environment;
- Able to problem solve, multi task, and organize workloads;
- Knowledge of marketing and/or inside sales would be a definite asset.

The Perks:

- Each employee has an opportunity to receive a raised bed in the staff garden to grow their own vegetables, flowers and herbs;
- The opportunity to participate in community & educational events promoting organic growers & supporting gardeners and learn about our community and organic gardening;
- Take home fresh produce harvested on-site from our trial and demonstration gardens;
- Participate in a culture of charitable giving, where we support numerous charities both financially and through seed donations, and donate upwards of 6,000 lbs. of fresh produce annually;
- Join our Cooking Club in making delicious meals using our on-site fresh grown produce.

How to Apply:

Forward your resume via e-mail to careers@westcoastseeds.com complete with a cover letter and salary expectations. We thank all applicants for their interest, however; only those who qualify for in interview will be contacted.

Job Type: Full-time