

Inside Sales Customer Service Team Lead – Head Office, Delta, BC.

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 a fantastic, renovated farmhouse 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 excellent 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

- Implement and keep updating best practices.
 - How to take calls better.
 - How to upsell promote products.
 - Finding New and better systems to help with efficiency.
- Training Product, system, staff development.
- Custom Packets and Farm Chanel



- Working with E-comm to get information to current sales and any website updates or promotions
- Staff scheduling, also monitoring if we have enough staff.
 - Develop KPIs
 - How Many inbound calls
 - How many new and open tickets in Gorgias
 - Calls per person.
 - How long calls last

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 learning 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.
- An opportunity to be meaningful and impactful within your work and projects.