

### **Inside Sales Retail Partner Coordinator**

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

- Operate as the primary point of contact for our current Retail Partners, maintaining and building productive, open and cordial relations with Retail Partners and their customers.
- Develop strategies to grow the retail partner business by finding and contacting new retail partners.
- Advising on merchandising rack selection based on forecasted sales.
- Coordinating and monitoring year-end returns from our retail partners, ensuring overall returns are within company benchmarks.
- Coordinating a team of inside and outside customer service/sales representatives.
- Monitor competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.



- Maintaining accurate and up to date customer account information, including setting up new customers, updating contact information and recording relevant notes on customer comments.
- 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.
- 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.
- Have a good working knowledge of West Coast Seeds products and operations.
- Representing West Coast Seeds at trade shows, various events and Seedy Saturdays throughout the season.
- Maintaining strong communications with and providing customer feedback to other departments as appropriate to ensure continuous improvement in products & services.
- Participate in the mandatory year-end inventory.

### Attributes and Skills:

- Good computer skills, with experience using order entry software and a multi-line telephone system;
- Strong interpersonal and communication skills including a positive & professional manner;
- Attention to detail, accuracy and the ability to work in a busy environment;
- Background/experience in gardening, farming, horticulture or related product knowledge would be an asset.
- Knowledge of marketing and inside sales would be a definite asset.
- Must be available some weekends, particularly between January and June;
- Must be willing to travel if necessary.
- Able to take direction, be a team player and have a positive attitude.
- Good communication skills (written and oral).
- Responsible for YOY growth for WCS, Pinebush and Renee's Garden.



# 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.
- Quarterly Sale Bonus
- Annual Performance Bonus

Job Type: Full-time