



www.greatlakeslandscapesupply.com

Main Office: 15200 Cedar Springs Ave Cedar Springs MI

Job Title: Customer Service Representative

About us:

Great Lakes Landscape Supply is a rapidly growing company based out of Cedar Springs Michigan. We specialize in wholesale sales to the landscape trade. We sell trees, shrubs, perennials, natural stone, concrete products, and more. We have 50+ acres of ready-to-sell plant material ranging from 3' shrubs to 5" caliper trees. We are looking for driven people to join our team who enjoy problem-solving, multitasking, and who would like to grow with us! Great opportunity to grow with a great west Michigan company!

Core focus: Provide great products and service while building strong relationships with customers, vendors, and employees.

The following are necessary to be considered for this position:

- high school diploma
- great/can do attitude
- willingness to learn

Other qualifications that would be great to have:

- experience in the green industry
- experience in fast paced office setting
- experience multitasking
- experience and knowledge working with computers including Microsoft word and Excel

Benefit Conditions:

Full – Time employees are eligible for:

- Health Insurance & HAS
- Matching 401K Plan
- Vacation Pay and Holiday Pay

Our Culture:

- Detail-oriented -- quality and precision-focused
- Aggressive -- competitive and growth-oriented
- Team-oriented -- cooperative and collaborative

Job Duties:

- Answer incoming customer inquiries
- Collaborate with management teams to stay updated on new products, services, and policies
- Record customer information within our customer service database
- Engage with clients in a friendly and professional manner while actively listening to their concerns
- Answer a 6-phone line system
- Sell landscape supplies to customers
- Enter new orders/ edit existing orders in a computer software system
- Schedule deliveries and pick ups

Communication method(s) used:

- Email
- Phone/ Call & Text
- In person

Job Hours:

Monday – Friday, 40 hours a week

Please email resume and cover letter to: info@greatlakeslandscapesupply.com