



a.m.a.

Serving grower needs since 1982

CUSTOMER SERVICE & SALES ASSOCIATE (Entry Level)

A.M.A. Plastics Ltd. is a horticultural distributor servicing North America and Europe for over 36 years. We are looking for a highly motivated Service & Sales Associate to join our team in the Kingsville/Leamington area. We look for candidates who have a strong work ethic, a professional attitude and appearance as well as superb communication skills.

POSITION SUMMARY: As a member of our team, you are responsible for contributing to the overall success of A.M.A. You will support customer requests relating to all aspects of the sale. You will provide excellent customer service, order taking, and processing in a friendly and knowledgeable manner. You must be able to work independently and multi-task in a fast-paced environment. Applicants will display integrity as well as a strong commitment to customer service. The demands of the position require a highly organized, hands-on and detail-oriented person who enjoys working in a team environment, providing customer support and general office support. This is an entry level position; therefore, those who most likely succeed are motivated, with a confident and outgoing personality with the drive to learn!

Customer Service Responsibilities: Data processing; input quotes/order entry into Sage 50
Processing online sales, web sales and web quotes from start to finish
AI's Flower Pouch Sales; grower, distributor and retail (online)
Handling all walk-in customers – greet, find out needs, take orders
Processing customer pick-up orders
Processing debit/credit card payments
Research and resolve customer requests/issues/complaints

Administrative Responsibilities: Create and update records
Assist sales staff with processing orders from start to finish
Processing all courier shipments and assisting with LTL shipments
Sending out samples and information packages
Producing catalogues, brochures and marketing pieces as needed
Monitor level of office supplies; re-order as needed
Photocopier, fax machine & postage meter use; resolving equipment-related malfunctions and respond to requests and issues
Short term projects
Perform general office duties as required

Office Responsibilities: Answering phones/ Taking messages
Documenting and communicating customer inquiries to the appropriate team member
Keeping lobby, staff room and board room table clean & ready