



Job Description

Job Title

Office and Wholesale Administrator

Responsible to

The General Manager

Purpose

To manage the timely and accurate supply of plants for wholesale orders. To maintain the efficient running of the Nursery Office.

Responsibilities

1. Use excellent customer service and people skills to provide the first point of contact for enquiries and passing customers to the right department for service.
2. Provide information on plants, prices, and availability using Hortbase or seeking help where required.
3. Create word documents, use an access database, and excel spreadsheets.
4. From time to time, source plants from out in the field for a wholesale customer, or occasionally a retail order.
5. Demonstrate attention to detail when processing wholesale orders ready for dispatch to pick and pack.
6. File and monitor indent orders.
7. Liaise with retail and freight companies to facilitate, book and document freight requirements for wholesale plant orders.
8. Liaise with other Supervisors about work requirements to help them when needed and to facilitate the smooth running of the nursery.
9. Keep accurate production details as required by the computerized production and inventory control system including stock movement forms, stock-taking, closing crops and adding crops.
10. Maintain records for riparian planting projects.
11. Process staff timesheets on a fortnightly basis ready for payment to be made by the General Manager.
12. Accounts- send statements, account enquiries and filing invoices.
13. Keep office area and surrounds tidy and well presented.
14. Attend weekly management meetings and contribute ideas on increasing nursery efficiency, plant quality and customer satisfaction.
15. Order and maintain office supplies and keep the office clean and organized.
16. Work with marketing for sales promotion activities.
17. All other duties as required and from time to time.