



Katanning Environmental Inc.
8 Curlew Street; PO Box 803
Katanning WA 6317
ABN: 51 266 267 504

Katanning Environmental Nursery Sales & Customer Service

Position Description

Katanning Environmental Nursery (KEN) grows Australian native seedlings for revegetation purposes across southern WA. It is run by Katanning Environmental Inc., a not-for-profit environmental organisation. We can currently grow in excess of 500,000 stems per year working with more than 150 customers, and are looking to expand our business.

This is a casual position, of approximately 15-20 hours per week depending on workload (averaging 18 hours per week), or generally two (2) set days per week (to be determined by mutual agreement), based at the Katanning Environmental Nursery, 8 Curlew Street, Katanning, or Katanning Landcare, 10 Dore Street, Katanning with remote/work-from-home options available, once trained.

PRIMARY FUNCTIONS:

Manage customer relationships through sales, order fulfilment, customer invoicing, and marketing of nursery products and services.

REPORTING RELATIONSHIPS:

- Work under the direction of Katanning Environmental Inc. (KEInc.) HR Committee, and the Katanning LCDC Executive Finance Officer.
- Work closely with Nursery Site Supervisor to ensure accurate inventory to meet customer orders, and timely fulfillment of orders.
- Work closely with all full-time, part-time and casual staff, as well as volunteers, as required.

ROLES & RESPONSIBILITIES:

- **Customer relations:**
 - Provide high quality, prompt and friendly customer service to a variety of customers, via telephone, email or in-person:
 - Take orders, and provide botanical advice/knowledge for plant selection, as required
 - Take bookings for collection of orders
 - Coordinate deliveries of orders
 - Coordinate equipment hire collections and returns
- **Order fulfillment:**
 - Maintain up to date the Master Order & Inventory spreadsheet with confirmed orders and available plants for sale
 - Complete customer invoicing for plant orders, deliveries, and equipment hire
 - Weekly reconciliation of bank accounts for incoming transactions
- **Marketing:**
 - Work to secure new clients, and retain existing clientele through targeted customer calls and email promotions
 - Sales and marketing, through various promotional opportunities (e.g.: events, press releases, radio interviews, social media, special events, meetings, or market stalls)
- **Other tasks as assigned:**
 - May include running errands, dropping of posters, assisting with promotion of events, attending events such as Feed365, Woolorama, Harmony Festival and Katanning Show.

ESSENTIAL SKILLS / EXPERIENCE

- Customer service experience
- Excellent written and verbal communication skills
- Computer literacy, particularly MS Excel

DESIRABLE SKILLS / EXPERIENCE

 0428 479 623

 nursery@katanninglandcare.org.au





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- Nursery, plant or horticulture experience
- Xero or other accounting software experience
- Canva or other design software tools

Remuneration is based upon Nursery Award MA000033, Grade 2, casual (currently \$27.94/hr (01 July 2022))
<http://awardviewer.fwo.gov.au/award/show/MA000033>

APPLICATIONS:

Please submit a resume with cover letter addressed to:

Executive Finance Officer – Andrea Salmond – andrea@katanninglandcare.org.au

No later than 4:30pm Thursday 30th March.

Interviews to be scheduled between 3rd and 13th April, with an expected start date for the position no later than 1st May 2023.

Updated 27 February 2023

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