



Front of House/Customer Experience Specialist

We are an award-winning specialist plant nursery near Pulborough, West Sussex, with a reputation for supplying amazing plants and designing & planting exceptional gardens. We are looking for a unique individual to join our team with the primary responsibility of delivering a truly exceptional experience to all our customers.

After an incredibly successful 2021, our sales team now needs an extremely dynamic individual to help us grow even further in 2022 and beyond. We're looking for a confident communicator, capable of engaging with customers in a warm and highly-professional way. The role requires boundless energy and enthusiasm from someone who seeks to exceed our customers' expectations with their sharp eye for detail and passion for delivering high levels of customer care.

However, this is not your average customer experience role. You will be on your feet balancing tasks that are both practical and administrative in order to provide an excellent level of support across different areas of the business. No two days are the same here at AP, so experience working in a fast-paced environment will be essential. You will be capable of rolling up your sleeves, especially in our busiest periods, and remaining calm when under pressure. For the right person, this role will likely grow so you will also need to be versatile, full of ideas and have a sales-focused mind in order to spot opportunities for future development.

Led by our Sales and Office Managers, your responsibilities will include:

Front of House - ensuring that our customers receive a warm welcome, setting them up for an amazing experience for the rest of their visit. At the point of sale, you will help prepare and package our plants and tools guaranteeing our customers leave with a truly fantastic product.

Online sales support – you will be actively involved in growing this side of the business. Starting with processing, preparing and packaging online orders for posting to our customers. You will oversee stock levels and replenishment, providing our customers with an excellent level of after care and support when required.

Sales Team support – working with our horticultural consultants and garden designers, scheduling sales appointments, confirming deliveries, ensuring an excellent level of sales care and support throughout.

If you think this role could be the perfect fit for you then don't hesitate to apply below.

Application Process:

In the first instance, please apply via Indeed, linked here: <https://indeedhi.re/3DAXrvN>

The recruitment process will then involve a short telephone interview followed by an in-person interview with the Managing Director or Sales Manager and their team.

Expected Start Date: 17/01/2022

Job Types: Full-time, Permanent

Hours: 8am - 5pm: **Tuesday - Saturday**

Salary: From £18,500 – £21,000

Licence/certification: Driving Licence required

Work remotely: No