



Front of House / Sales Administrator

We are a plant production nursery and arboretum in Campsea Ashe, near Woodbridge and are currently seeking a Front of House/Sales Administrator with a passion for plants, trees and horticulture to join their friendly team. This role will be the front face of the plant nursery, making sure all visitors are welcomed onto the site.

You will enjoy working in a busy, fast-paced environment. A team player and confident communicator who is eager to learn new skills and gain new experiences.

Working primarily in an outdoor environment in all-weather this role is not suited to someone who seeks a smart office location.

Job Description

Your duties will include:

- Welcome visitors by greeting them in person or by telephone.
- Ensuring telephone calls are answered promptly and directed to the correct team
- Undertaking administrative duties as required
- Create an excellent first impression

Skills and Experience

- We need you to have an enthusiasm for plants (including trees) and be willing to increase your knowledge, including being comfortable with learning Latin plant names.
- Advising the customer on products which meet their needs.
- Transferring calls and emails to the appropriate team.
- Good administrative skills.
 - With a good level of literacy & numeracy skills
 - Able to place orders on behalf of customers.
 - Able to handle enquiries efficiently, diplomatically, and accurately.
 - Accurate and efficient input of data.
 - Strong Excel and word skills.

We like a happy working environment so we ask that you are a good team player and are willing to be flexible to assist colleagues

Our clients are very important to us and we ask that in your dealings with them you are professional and courteous and create a positive and professional image of Botanica

Working hours:

08:30 to 17:00 Monday to Friday with some weekend working required

To apply please send your CV with a covering letter saying why you are interested in this position to yvonne@botanica.org.uk