

Sampson Nursery

Job Title: Sales & Operations Coordinator

Location: Godwin, North Carolina

Schedule: Full-time, On-Site, Monday–Friday

Compensation: Salaried, 50,000 – 75,000/year commensurate on experience

The Sales & Operations Coordinator supports daily nursery operations by managing customer communication, sales support, inventory coordination, and order fulfillment. This role thrives in a casual, practical agricultural office with a close-knit team and a seasonally shifting pace. The ideal candidate is organized, self-motivated, and adaptable, with a strong commitment to teamwork and reliable follow-through.

A Day in This Role

A typical day includes answering customer calls and emails, preparing quotes, entering orders, coordinating inventory updates, and working closely with production and fulfillment teams to keep operations running smoothly. During peak seasons, the pace is fast and focused on customer needs and order accuracy. During slower months, the role shifts toward process improvement, project work, and preparing for upcoming seasons.

Key Responsibilities

Sales & Customer Support

- Prepare quotes, enter orders, and follow up with customers
- Provide clear, timely communication and resolve customer issues
- Manage multiple email accounts and direct incoming phone calls
- Send monthly customer statements and follow up on past-due balances

Order Fulfillment & Logistics

- Oversee daily order fulfillment
- Coordinate shipping and logistics to ensure timely delivery
- Catch errors before orders reach customers and maintain smooth operations

Inventory & Production Coordination

- Maintain accurate inventory information in Plantiful
- Coordinate with production teams to ensure product availability
- Update website and catalog information as needed

Seasonal & Marketing Responsibilities

- Manage increased workload during Spring and Fall
- Attend industry trade shows
- Create monthly email newsletters
- Photograph plants and products for marketing and catalog updates
- Evaluate and adjust processes during Summer and Winter downtime
- Identify and complete independent projects during slower seasons

Tools & Systems

- Plantiful Inventory
- Outlook
- Microsoft Office Suite
- Mailchimp
- WordPress

Required Skills & Qualities

- Strong customer service and communication
- High level of organization and attention to detail
- Self-motivation and ability to work independently
- Comfort with technology and ability to learn Plantiful inventory system
- Ability to prioritize tasks and manage interruptions
- Ability to collaborate with multiple departments
- Reliable follow-through and problem-solving
- 4-year degree or 5+ years in office management, customer service, or related fields.

Preferred Skills

- Ornamental shrub knowledge
- Spanish language ability
- Photography
- Basic web design

Send cover letter and resume to Mike Hudson – mike@sampsonnursery.com