

Customer Service Representative (Forestry)

PRT Northern Region, BC

Who are we:

At PRT, we believe in being the stewards of growth and renewal for generations to come. Our Mission is to provide the most trusted growing services, best suited to the needs of our customers, and we achieve that by putting our customers first while always respecting our employees. PRT is the largest commercial-scale growing provider in North America for a wide range of high-quality forestry seedling species. PRT has the capacity to grow and sell more than 630 million seedlings annually, at its 28 nursery locations across Canada & USA and we owe our success to our employees. By joining PRT you will become part of a team of people that grows trees for our future forests!

Check out our career video [here!](#)

A Day in the Life:

PRT Growing Services Ltd. is searching for an experienced full-time, permanent **Customer Support Representative (CSR)** to provide outstanding sales and marketing coverage and the overall administration of PRT's Northern BC region. The CSR-North Region, will play a leading role in ensuring that PRT effectively achieves sales targets in the crucial Northern BC forest seedling markets. This will be accomplished by maintaining expert knowledge of the market and industry, applying sales and marketing efforts to all prospective forest seedling customers in the market and by coordinating all customer requirements with PRT Production personnel, PRT Contract and Sales Administrators, and PRT's internal information systems. The successful candidate must demonstrate flexibility and adaptability to changing priorities while having the capacity to handle multiple tasks simultaneously. Excellent verbal and written communication skills are required to communicate effectively with customers and colleagues, create a variety of sales reports, and produce an annual marketing plan and presentation. PRT displays a strong passion for supporting forest renewal and resource sustainability. The CSR will be part of a Customer Support team that supports the forest industry and exudes pride in having a positive impact on the sustainability and competitiveness of the forest industry.

Key Accountabilities of the Customer Support Representative (CSR):

- Perform administrative sales tasks
- Keep neat and accurate records
- Create sales reports, annual Marketing Plans and presentations
- Correspond with customers
- Conduct professional tours and presentations to customers and colleagues
- Gather market intelligence including market knowledge and company knowledge to optimize the company's strategic positioning
- Follow and enforce safe work practices
- Encourage innovation and continuous improvement
- Promote collaboration and teamwork at all levels
- Set targets (i.e., production, timelines) and evaluate achievement

About the team:

The Customer Service Representative will report directly to the Chief Commercial Officer .

Enough about us, let's talk about you:

Required/Minimum Qualifications & Skills:

- Post-secondary education, preferably with a bachelor's degree in Forestry or in a relevant discipline
- Minimum of 5-year experience in territory sales management role supporting forestry customers
- Strong forestry, silviculture and forest seedling growing knowledge
- Knowledge of and a network within the Northern BC Region
- Valid Driver's License, vehicle, and a clean abstract with the ability to travel within assigned territory 25% - 40% of the time
- Proven track record of building customer relationships that yield sustained business growth
- Strong planning, organization, and time management skills
- Diligent and self-motivated
- Professional verbal and written communication skills
- Robust computer skills with proficiency in Microsoft Office Suite (Excel, Word, Outlook)
- Experience operating with a high level of confidentiality and adherence to corporate compliance, reporting, and company policies
- A forward thinking, mature and professional nature.

Additional or Preferred Qualifications & Skills:

- Current RPF or RFT designation
- Ability to analyze data, identify trends, and make data-driven decisions

Our Leadership Competencies:

- BUILD TRUST AND CONFIDENCE
- FOSTER COLLABORATION
- CREATE ACCOUNTABILITY TO ACHIEVE GOALS
- INSPIRE INNOVATION AND CONTINUOUS IMPROVEMENT

Compensation and Benefits:




At PRT, we believe in unconditional success through people. We strive to be the place where people can sow their career and grow with us. Other components of our total rewards offering include:

- Highly competitive annual salary matching your level of experience and ability
- A supportive team structured environment, a strong safety culture, and a commitment to the environment.
- Room to grow - Learning and growing is built into every role here. At PRT, you'll get mentorship and acknowledgment for helping our business grow.
- Work-Life Balance – We're proud to offer flexible paid time off for our employees
- Bonus incentive program – up to 10% of annual salary
- Relocation allowance (if applicable)
- Comprehensive Coverage - Our benefits include comprehensive healthcare, dental and medical, matching RRSP program, Employee and Family Assistance Plan, and education stipends.
- Collaboration and teamwork - Innovation doesn't know hierarchy. We make sure everyone is heard, considered, and respected.
- Green Culture - Our PRT nurseries and seed orchards are vibrant and fun communities with employees who share a strong passion for the nature solutions we provide to our earth and doing their part in regenerating the forests of North America.

Next Steps:

We embrace diversity, equity and inclusion for innovation and growth. We promote equality of opportunity and seek different perspectives to challenge conventional approaches and continuously improve our company's performance and progress. We believe that diversity and inclusion help us drive innovation, make better decisions, achieve effective stewardship of our business and enable our people to thrive. We encourage you to connect with us at humanresources@prt.com if you require an accommodation for the recruitment process.

To apply please send your resume directly to us through our career portal at; [Grow Your Career | PRT Growing Services Ltd.](#)

Still want to learn more? Check us out on Social:   

Thank you for applying; however only those applicants selected for an interview will be contacted.