Garden Spot Sales Associate - Job Description

Position Description: As the Sales Associate, the primary focus is customer service and sales. One must be familiar with all aspects of the Garden Center Industry including but not limited to customer service and retail sales, horticultural best practices, plant quality control and care, basic landscape design best practices, and the day to day operations of a high quality retail garden center. The Sales Associate is essentially responsible for professional customer service, plant knowledge and advice, retail sales, and assisting with plant care and quality control. This position must successfully interact with the Manager, Day Manager and other Garden Spot staff.

Reports to: Manager

Skill set and educational requirements for position:

* Minimum of 1 – 2 years experience in the Retail Garden Center Industry
* Practical experience in areas such as Landscape/Horticulture or Landscape Contracting
* Customer service and retail sales experience
* Excellent knowledge of plant material including health, care, quality issues, disease and

pests of landscape plants and planting best practices.

* Certificate in Landscape Design desirable
* Able to represent Garden Spot in a courteous and professional manner.
* Able to operate in a stressful and fast-paced environment.
* Good organizational skills and ability to multi-task.
* Servant hearted, others first team player.
* Possess a valid driver’s license and current vehicle insurance.
* Proficient in both oral and written communications.

Duties and Responsibilities:

* Be continuously attentive to customer and their needs. Promptly greet customers.
* Offer customer assistance with plant selections and ask if customer has questions.
* Provide expertise to address customer questions in a professional manner.
* Suggest alternatives when a requested item is out of stock, and/or offer to see about getting desired product ordered. (eg Avoid saying ‘We don’t have that.’ Instead, a ‘Let’s go see what we do have…’ suggesting alternatives, along with an offer to order.)
* Suggest additional landscape products. (Topsoil; mulch; pine straw; etc.)
* As needed, back up ticket writer to write up customer tickets.
* Use appropriate manners when address customers and others. (eg Yes Ma’am/Sir; When someone says thank you, reply with “My pleasure.” Or “Your welcome.”)
* For entries in order book, ensure complete and detailed information is input in book, including your name.
* For customer pick-ups and deliveries, ensure complete and detailed information is input in book. Take responsibility to ensure that all products pulled and placed behind building are tagged with complete customer information.
* Unless certified in Landscape Design and authorized by Manager/Day Manager, refer customer designs to Day Manager.
* When not engaged with customers:
	+ Assist with maintaining all plant material, including but not limited to pruning, scouting for insects and disease and treating accordingly (treat in consultation with Day Manager), watering as needed, etc.
	+ Continuously look after the quality of the appearance of the facility (eg keep tables looking full throughout the day; consolidate flats towards end of day; pick up/dispose of plant labels/debris on the ground; keep aisles clear of empty carts (keep wagons under tables; larger carts by second rear entrance); provide Day Manager with written list of plants that need signs; ensure prices and signs are accurate; add missing signs; organize areas under tables/combine plastic trays, etc.)
	+ As directed by Day Manager and in coordination with Merchandiser, assist with set-up and display of plant material as directed for optimal attractiveness to create and drive sales.
	+ Assist Manager with upkeep of plant database and inventory.
* Suggest ideas to boost sales or improve plant care to Day Manager.
* Ask for appropriate assistance for other staff team members.
* Know the return policies. Refer returns to Day Manager.
* Have a commitment to continual self-development and increasing plant knowledge.
* At beginning of the day:
	+ Ensure wagons are under tables.
	+ Ensure large carts are at the rear second entrance area.
	+ Plug in fountains.
	+ Turn off yard light.
* At end of day:
	+ Ensure that hoses are turned off.
	+ Unplug fountains.
	+ Turn on yard light.
	+ Lock rear second entrance gate.
	+ Ensure wagons are under tables.
	+ Ensure large carts are by rear second entrance.
* Other duties as may be assigned.

Limits of Responsibility:

* Refer customer complaints/concerns to Day Manager.
* Refer pricing discrepancies to Manager.
* No decision-making authority with respect to customers; no delegating or directive authority over other staff team members.

Work Hours: Adhere to the assigned schedule and work hours. Alert Manager/Owner of any schedule conflicts as far in advance as possible. Do not make ask someone else to cover a shift. If sick, alert Manager/Owner asap.

Arrive 10 minutes before designated start time. If working until close, the day does not end until the last customer has left the premises.