



Position: Conservatory Plant Maintenance Associate

Department: Garden Center – Des Plaines

Reports To: 1. Product Line Manager-Seasonal Color 2. Product Line Specialist-Conservatory

JOB SUMMARY: Work as a member of the Green Goods inventory team to maintain inventory quality, counts and accuracy. Assist the sales staff with customer needs in distributing all types of landscape supply materials that specialize in conservatory green goods. Act as a sales team member to assist customers in the conservatory area. Abide by and model – **EVERYBODY SERVES!**

Duties and Responsibilities:

- Maintain inventory for highest quality and conservatory cleanliness
- Assist to accurately price and receive incoming product
- Assist to invoice customer orders and tagging of product as it is received
- Identify inventory issues, selection of product (including levels) and communicate them clearly to Product Line Specialist and/or sales team
- Answer incoming calls and communicate with customers regarding special orders/inquiries
- Communicate with sales team and Product Line Specialist to facilitate customer needs
- Offer advice to sales team and Product Line Manager on product updates and requirements
- Maintain floor displays and work alongside Product Line Specialist and Product Line Manager to display and market products

Knowledge, Skills and Abilities required:

- Knowledge of basic plant pathology and solutions
- Knowledge of conservatory related products (tropical, blooming, indoor plants and their supplies) is necessary and a willingness to learn our inventory is a must
- Strong customer service and problem-solving skills
- Ability work as a member of a team in a fast-paced environment
- Knowledge of general office and garden center equipment (computer, printer, scanner, copier, fax, telephone, cash register) to allow efficient training
- Ability to complete tasks in the appropriate time frame and respond to requests in a timely fashion



Position: Conservatory Plant Maintenance Associate (continued)

- Physical requirements include medium-duty work (exerting up to 50 lbs. occasionally, 30 lbs. frequently and up to 10 lbs. constantly)
- Other physical activities include climbing (using feet and legs and/or hand and arms), balancing, stooping and/or crouching (bending your body downward), kneeling, reaching, standing for sustained periods of time, walking for long distances, pushing (pressing with steady force), pulling (drawing and/or hauling objects), lifting (moving objects vertically and/or horizontally), picking/pinching using your fingers, ability to perceive attributes of objects by touching with fingertips, grasping objects, repetitive motion of the wrists, hands, and/or fingers, talking (speaking detailed information) and hearing (perceiving sound)
- Visual acuity required to determine accuracy, neatness, and thoroughness of work assigned

Credentials and Experience:

- Minimum 1-2 years' experience working in an environment related to interior/conservatory plants or horticulture professions is preferred
- Minimum high school diploma or GED
- Course work in horticulture or equivalent field experience as a paid employee of a horticulture related business is a bonus

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ *Date* _____