



**Position:** Aquatic Sales and Operations Associate

**Department:** Garden Center – Des Plaines

**Reports To:** Aquatics Manager

**JOB SUMMARY:** Work as a member of the Lurvey Garden Center Sales Team to provide our customers with outstanding service. Assist our customers with sales with an emphasis on water gardening. Assist in selling and maintain the aquatic department. Abide by and model – **EVERYBODY SERVES!**

**Duties and Responsibilities:**

- Communicate with the Aquatics Manager and other departments to facilitate customer needs
- Communicate with customers regarding their inquiries and purchases.
- Assist customers with general sales or direction while focusing on aquatic supplies, fish, and aquatic plants.
- Provide accurate and timely responses to questions, either on the phone or in person
- Perform necessary tasks to keep the department clean, organized, and ready for the customer. This could include cleaning of fish tanks, water garden displays, aquatic plants, and the area the department is in.
- Assist the Landscape Supply Sales team as needed

**Knowledge, Skills and Abilities required:**

- Superb customer service skills and a willingness to learn our inventory (with proper training)
- Ability to work as a team member in a fast-paced environment where multi-tasking is essential
- Strong problem-solving skills
- Ability to discern customer needs and direct them in the purchasing process
- Ability to complete tasks in the appropriate time frame and respond to requests in a timely fashion
- Knowledge of business and other applicable computer-based resources
- Physical requirements include medium-duty work (exerting up to 50 lbs. occasionally, 30 lbs. frequently and up to 10 lbs. constantly)



**Position:** Aquatic Sales and Operations Associate *(continued)*

- Other physical activities include climbing (using feet and legs and/or hand and arms), balancing, stooping (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)
- Close visual acuity required to perform computer work, read small print, communicate in written form and visually inspect items
- Ability to handle fumes, odors, dust, gases or poor ventilation
- Ability to work indoors and outdoors with no effective protection from the weather. Employee may be subject to any combination of: extreme cold, extreme heat, high humidity or other adverse conditions.
- Bilingual (English/Spanish) is a bonus

**Credentials and Experience:**

- Minimum 3 years' experience in a sales environment related to green goods and/or hardscapes in the landscape professions
- Advanced course work in horticulture or equivalent work experience as a paid employee of a horticulture related business (degree or certification in Horticulture - a plus)
- Minimum high school diploma or GED

*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 \_\_\_\_\_