



**Position:** Sales Associate - Hardscape Specialist

**Department:** Garden Center – Des Plaines

**Reports To:** Garden Center Sales 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 problem solving, design ideas, product selection and needs pertaining to our hardscape inventory. Abide by and model – **EVERYBODY SERVES!**

**Duties and Responsibilities:**

- Communicate with Sales Manager and other departments to facilitate customer needs
- Communicate with customers regarding their inquiries, purchases, installations and deliveries
- Assist customers with natural stone, concrete, clay, landscape lighting, drainage and other outdoor living product selection, installation and project calculations while maintaining a visible presence in the hardscape display areas
- Provide accurate and timely responses to questions regarding hardscape products and services
- Partner with contractors to guide their clients in hardscape product selections and samples
- 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 heavy-duty work (exerting up to 100 lbs. occasionally, 50 lbs. frequently and up to 20 lbs. constantly)



**Position:** Sales Associate - Hardscape Specialist (continued)

- 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)
- Close visual acuity required to perform computer work, read small print, communicate in written form and visually inspect items
- Ability to handle hazards such as moving vehicles, moving mechanical parts and working in high places
- 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 hardscapes in the landscape professions
- 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 \_\_\_\_\_