



Position: Indoor Plant Champion

Department: Garden Center – Des Plaines

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

JOB SUMMARY: Work in an exciting atmosphere with our Green Goods team. Head up the “Lurvey Pop Up Shop” program. Build relationships in the community and assist to create programs. Liaison with product line specialists to oversee special orders. Work closely with the marketing team to build social media exposure and promote events. Interact with customers one on one and offer plant nurturing solutions. Abide by and model – **EVERYBODY SERVES!**

Duties and Responsibilities:

- Establish and maintain pop up program schedules and pick up stops
- Create mobile and pop up displays to sell products
- Maintain records, analytics and inventory quality, counts and accuracy
- Answer incoming calls and communicate with customers regarding special orders/inquiries
- Communicate with Product Line Specialist to facilitate customer needs
- Accurately price and receive incoming product
- Invoice customer orders and tagging of product as it is received
- Work alongside Product Line Manager and Marketing team to market products
- Assist with garden center indoor plant needs as necessary

Knowledge, Skills and Abilities required:

- Knowledge of indoor plant related products (tropical, blooming, indoor plants and their supplies) is necessary and a willingness to learn our inventory
- Willingness to work both on and off site
- Valid driver’s license
- Knowledge of basic plant pathology and solutions
- Strong customer service and problem-solving skills
- Ability work as a member of a team in a fast-paced environment
- Ability to complete tasks in the appropriate time frame and respond to requests in a timely fashion
- Knowledge of general office and garden center equipment (computer, printer, scanner, copier, fax, telephone, cash register) to allow efficient training
- Physical requirements include medium-duty work (exerting up to 50 lbs. occasionally, 30 lbs. frequently and up to 10 lbs. constantly)



Position: Conservatory Plant Maintenance Associate (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)
- 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 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* _____