



Position: Loader

Department: Garden Center – Des Plaines

Reports To: Garden Center Operations Manager

JOB SUMMARY: Work as a member of the Lurvey Garden Center Operations Team to provide our customers with outstanding service. Load our customers' vehicles with their purchased materials, give a fond farewell and pleasant last impression. Abide by and model – **EVERYBODY SERVES!**

Duties and Responsibilities:

- Greet and thank customers for their visit and their business
- Maintain a visible presence in and around the loading area
- Maintain a neat, clean and organized loading area
- Communicate with all departments to facilitate customer needs
- Communicate with customers regarding their product needs and inquiries
- Expedite customer assistance by coordinating with available sales staff
- Assist customers with carry outs and bringing back wagons and carts
- Assist with traffic flow in the yard and parking lot
- Other duties as assigned, varying seasonally

Knowledge, Skills, and Abilities required:

- Superb customer service skills
- Willingness to learn our inventory and procedures (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 to the appropriate person or area
- Ability to complete tasks in the appropriate time frame and respond to requests in a timely fashion
- Physical requirements include heavy-duty work (exerting up to 100 lbs. occasionally, 50 lbs. frequently and up to 20 lbs. constantly)
- Other physical activities include climbing (using feet and legs and/or hand and arms), stooping and/or crouching (bending your body downward), 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), grasping objects, talking (speaking detailed information) and hearing (perceiving sound)



Position: Loader (continued)

- Visual acuity required to operate motor vehicles and/or heavy equipment
- 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:

- Prior customer service experience (within the Horticulture Industry is a plus)

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 _____