



Position: Nursery Sales Associate

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 woody and herbaceous plant 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 plants and plant health product selections, installation and project calculations while maintaining a visible presence in the sales yard
- Provide accurate and timely responses to questions regarding nursery products and services
- Partner with contractors to guide their clients in nursery product selections and tagging
- 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 light-duty work (exerting up to 20 lbs. occasionally, 10 lbs. frequently and a negligible amount constantly)



Position: Nursery Sales Associate *(continued)*

- Other physical activities include stooping (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), picking/pinching using your fingers, 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 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 _____