



Position: Seasonal Color Sales Associate

Department: Garden Center – Des Plaines

Reports To: Product Line Manager – Seasonal Color

JOB SUMMARY: Work as a member of the Lurvey Green Goods inventory team to provide our customers with outstanding service. Assist our customers with problem solving, design ideas, product selection and needs pertaining to our seasonal color and/or perennial plant inventory. Abide by and model – **EVERYBODY SERVES!**

Duties and Responsibilities:

- Communicate with Product Line Manager and other departments to facilitate customer needs
- Communicate with customers regarding their inquiries, purchases and designs
- Assist customers with plant choices and plant health product selections, installations and projects
- Answer incoming calls and communicate with customers regarding inquiries and special orders
- Offer advice to sales team and Product Line Manager on product updates and requirements
- Identify inventory issues and communicate them clearly to Product Line Manager and/or sales team
- Assist contractors and Landscape Supply sales team with product selections and tagging
- Assist custom container designer, seasonal color receiving, conservatory and nursery sales team as needed

Knowledge, Skills and Abilities required:

- Knowledge of seasonal color and or perennial plant related products (annuals, tropicals, spring/fall bulbs, winter décor) and their supplies
- Superb customer service skills and a willingness to learn our inventory
- 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



Position: Seasonal Color Sales Associate (continued)

- Physical requirements include medium-duty work (exerting up to 50 lbs. occasionally, 30 lbs. frequently and up to 10 lbs. constantly)
- Other physical activities include climbing (using feet and legs and/or hand and arms), balancing, stooping and/or crouching (bending your body downward), kneeling, crawling, 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
- Ability to work indoors and outdoors with no effective protection from the weather. Employee may be subject to any combination of: extreme heat, high humidity or other adverse conditions.
- Bilingual (English/Spanish) is a bonus

Credentials and Experience:

- Minimum 1-3 years' experience in a sales environment related to seasonal color and/or perennial plants in the landscape profession or garden center environment is desired
- Advance course work in horticulture or equivalent work experience as a paid employee of a horticulture related business is a bonus
- 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* _____