



---

### **About Devil Mountain Wholesale Nursery**

Devil Mountain Wholesale Nursery provides landscape professionals with access to more plant varieties on hand than any other wholesale nursery in the San Francisco Bay Area. We pride ourselves in having a knowledgeable sales staff, attention to quality material, and extensive delivery capacity throughout the Bay Area.

We have four locations in Northern California: San Ramon, Petaluma, Morgan Hill, and Clements, where our growing ground is located. Additional suppliers range from small specialty growers to the largest in the nation. Our buyers travel to quality growers throughout the country to procure the most exceptional plants and ensure the finest quality and selection is available here to our professional customers.

<http://www.devilmountainnursery.com/>

**For Employment Contact:** [employment@devilmountainnursery.com](mailto:employment@devilmountainnursery.com)

### **POSITION AVAILABLE**

**INSIDE SALES REPRESENTATIVE, PETALUMA:** We are currently in need of an Inside Sales Representative at our Petaluma location. An inside sales representative is responsible for executing counter sales, processing phone orders, and all aspects of business development. The position will serve specifically as a front-line sales representative interfacing with our professional clients including both phone and on site customers. An inside sales representative is responsible for all sales functions and procedures including providing estimates and pricing for orders, answering inventory availability and specification questions, processing orders and payments, scheduling deliveries, and effectively communicating with customers in furtherance of our goal for best in class customer service. Any successful applicant will have plant knowledge and the desire to continue to learn.

### **PRIMARY AREAS OF RESPONSIBILITY INCLUDE BUT ARE NOT LIMITED TO:**

#### **Responsibilities:**

- Effectively handles counter and phone orders in a timely manner and is responsible for assisting in the effective execution of sales process and marketing efforts.
- Responsible for the complete satisfaction of clients/customers relative to all customer transactions and interactions
- Responds to customer questions, inventory requests, and requests for estimates.
- Responsible for accurate and timely invoicing of all sales activity.
- May, as directed, assist with customer payment and collection efforts.
- Ensures the highest possible professionalism and customer satisfaction.
- Demonstrates and communicates a strong understanding, knowledge, and availability of the nursery's inventory, product performance, product mix, and product objectives.
- Has the ability to offer substitutions and/or recommended alternatives as solutions for unavailable inventory.
- May assist in representing the business at industry trade associations
- Assists with specific company directives and tasks, including physical inventories, sales meetings, and company marketing activities
- Always attentive to customers and sales leads.
- Participates in the execution of action plans for marketing and business development

- Provides timely feedback to other sales representatives and management.
- Fosters an environment of effective, timely, and consistent customer responsiveness.
- Assists in maintaining consistent pricing structure among all customer bases.
- Has fluent computer skills and can develop, manage, and produce necessary spreadsheets for monitoring and tracking sales activities and activities against established forecasts and budgets.
- Assists in controlling expenses to meet budget guidelines.
- Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.
- Effectively communicates and supports all other company departments and entities.

**Skills/Qualifications:**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Effective client / customer account management</li> <li>• Managing multiple processes simultaneously</li> <li>• Market knowledge</li> <li>• Nursery product knowledge</li> <li>• Ability to effectively sell product when needed</li> <li>• Shows superior responsiveness to clients and company associates</li> </ul> | <ul style="list-style-type: none"> <li>• Understands sales goals</li> <li>• Motivated by sales</li> <li>• Builds relationships</li> <li>• Sells to customer needs</li> <li>• Creative sales techniques and programs</li> <li>• Responds to and sells specific products when required</li> </ul> |
|---|---|

**Relationships and Roles:**

**Internal / External Cooperation**

- Ensures timeliness for appointments, presentations, proposals and closes.
- Sets examples for company associates in areas of personal character, professionalism, commitment, organizational and selling skills, and work habits.
- Maintains contact with all clients in the market area to ensure high levels of client satisfaction.
- Demonstrates superior professionalism, thorough follow through, and follow-up with every sales transaction.
- Demonstrates ability to interact and cooperate with all company employees.

**Job Specifications:**

- 1-2 years of experience in nursery sales and account development.
- Experience with enterprise software solutions
- Extensive experience in all aspects of account development and relationship management.
- Understanding of customer and market dynamics and requirements.
- Proven salesmanship and client satisfaction skills, and the ability to accomplish specific sales and marketing goals.

**HOURS:** Full time. Hours will vary based on seasonal sales demands.

**REPORTS TO:** Site Sales Manager

**COMPENSATION:** Commensurate with industry standards. Benefits consistent with those specified in the company's current employee handbook and include: paid holidays, vacation and sick pay, health insurance plan paid for by employer, dental and vision plans offered, and 401(k) plan including employer matching.