



POSITION AVAILABLE:

ASSISTANT YARD MANAGER, MORGAN HILL: Under the direction, or in the absence, of the Yard Manager, the Assistant Yard Manager is responsible for all activities associated with nursery activities, including related site administration, staffing, scheduling, customer service, inventory stocking, merchandising, and product organization. Responsibilities include all related nursery and will-call activities, including the effective management of all yard nursery personnel; training and implementation of competent and professional personnel; implementing effective, responsive, and professional sales transactions; and inventory management and organization. Yard Manager and Assistant Yard Manager effectively staff and direct a competent and respected team and provide leadership towards the achievement of excellent customer service and growth in line with company visions, values, and budgets. They establish plans and strategies to produce the highest possible customer service and workplace standards, product quality, merchandising, and facility appearance. They contribute to the development of training and educational programs for personnel and strive for the highest possible professionalism and business standards.

PRIMARY AREAS OF RESPONSIBILITY INCLUDE BUT ARE NOT LIMITED TO:

Responsibilities:

- Works with management to develop business standards for the Nursery's activities, products, the facility, and related personnel. Manages towards achievement of such standards.
- Effectively works with all of the company's business units and departments to provide a compatible, complementary, and productive business environment.
- Understands our software processes in relation to efficiently moving inventory around the yard.
- Works with manager to develop and maintain the proper sales and product merchandising standards necessary to produce the highest possible customer service and efficiency levels.
- Demonstrates and communicates a strong understanding, knowledge, and availability of the nursery's inventory, product mix, margin and product objectives.
- Works with manager to effectively train and educate staff on nursery activities, products, the facility, and related personnel. Manages staff to the highest possible operational and product knowledge levels.
- Works with manager to maintain appropriate staffing.
- Learns all documentation related to nursery activities.
- Responsible to maintain the highest possible personnel and product standards, professionalism, and appearance.
- May at various times represent the business in industry-wide trade associations, trade functions, or customer meetings deemed by the business to be important to business development.
- Learns how to perform performance reviews of all yard personnel.
- Fosters an environment of effective, timely, and consistent customer service emphasizing order fulfillment, responsiveness, and customer satisfaction.
- Maintains a safe and secure workplace.

Skills/Qualifications/Roles:

- Willing to be trained and learn the company's policies and procedures as directed
- Motivational and team building skills
- Exceptional and effective communication skills / Effective team member, supplier, and customer communications / Effective internal & external communications
- Capable of delegating authority and responsibility with accountability and follow-up.
- Sets examples for company personnel in areas of personal character, commitment, organizational and selling skills, and work habits.
- Responsible for the regular education, development, and growth of personnel to build motivation,

product knowledge, and sales skills.

- Maintains communication and contact with all company personnel to ensure high levels of client satisfaction.
- Demonstrates ability to interact and cooperate with all company employees.

Job Specifications:

- 3 to 5 years of experience in nursery and horticultural sales, sales development, sales personnel development, and/or customer service.
- Experience with spraying or a licensed QAL or PCA license is seen as an important asset
- Bilingual in Spanish, or ability to communicate with nursery production teams is an asset
- Plant variety knowledge and horticultural expertise
- Experience with inventory tracking/ERP Software and large complex organizations.
- Must be able to demonstrate experience in all aspects of customer service and customer satisfaction.
- Proven leadership and ability to drive nursery sales and customer service teams.

HOURS: Full time. Hours will vary based on seasonal sales demands. 7am – 4pm standard.

REPORTS TO: Nursery General Manager

RECOMMENDED COMPENSATION: Negotiable base salary.

ABOUT DEVIL MOUNTAIN NURSERY:

Since 1995, Devil Mountain Wholesale Nursery has provided its professional customers 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 Northern California.

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

FOR EMPLOYMENT CONTACT:

employment@devilmountainnursery.com.