



Position Available: Front Counter Sales

About Devil Mountain Wholesale Nursery

Devil Mountain Wholesale Nursery provides landscape professionals with access to more plant varieties than any other wholesale nursery in California. We pride ourselves in having a knowledgeable sales staff, quality plants, and extensive delivery capacity throughout the region.

We operate eleven nurseries and growing grounds throughout California and Arizona, our buyers also travel to quality growers throughout the country – from small specialty growers to the largest in the nation – in search of the most exceptional plants for our professional customers. Visit us online at devilmountainnursery.com.

Position Summary

The primary role of a Front Counter Sales is to provide best-in-class service to both walk-in customers and anyone visiting the nursery for the first time. The successful candidate will utilize excellent customer service skills to assess customer needs and offer appropriate Devil Mountain products and services. This position is based at our sales counter and will welcome and help all customers as needed with placing and picking up orders. This is a full-time position, including occasional Saturday work.

This full-time position reports to the Sales Manager, Tyler Long.

Primary Responsibilities

- Greet customers as they walk in with a friendly demeanor
- Introduce all new customers to our company
- Process walk-in sales transactions for customers at the front counter utilizing our Point of Sale and Inventory software systems.
- Take customer calls as required
- Interact professionally with all office and field staff
- Communicate with yard staff to facilitate assistance with orders and yard material
- Assist customers with checking in and checking out for will call orders placed in advance
- Instruct customers on proper procedures for hand selecting plants in the field and hand-tagging larger plant material
- Provide plant location information to customers
- Answer availability, specification questions, and effectively communicate with customers regarding plant material
- Demonstrate and communicate a strong understanding and knowledge of the nursery's inventory, product performance, product mix, and product objectives
- Work with sales team to create estimates and provide support as needed
- Assist with specific company directives and tasks, including physical inventories, sales meetings, company marketing activities, and industry trade events, as needed
- Determine wholesale vs. non-wholesale customers for our trade

Skills and Knowledge

- Knowledge of plants and nursery products and/or the landscape industry
- Ability to manage multiple processes simultaneously and collaborate with customers and colleagues
- Constant attention to detail and excellent problem-solving skills
- Exemplary personal character, professionalism, commitment, and work ethic
- Excellent communication and interpersonal skills
- Bilingual English and Spanish skills highly preferred

Preferred Experience

- Some experience working in a nursery, in the landscape industry, or a related field
- Experience with Microsoft Office Suite, Point of Sale, inventory management software, etc.
- Sales and customer service experience

Compensation

Commensurate with industry standards. Benefits include:

- 401(k) with Employer Matching
- HMO and PPO Health Plans
- Dental and Vision Plans
- Vacation Pay
- Paid Holidays
- Sick Pay
- Tuition Reimbursement for Approved Courses
- Product Discounts
- Opportunities for Advancement

To Apply

Send a resume and cover letter to employment@devilmountainnursery.com.