



Position Available:

Inside Sales Account Manager

The primary role of an Inside Sales Account Manager is to provide best-in-class service to our customers. The successful Inside Sales Account Manager will utilize plant knowledge and attention to detail to manage orders from beginning to end and will learn to anticipate customer needs and offer products or services to ensure customer success. An Inside Sales Account Manager is responsible for all sales functions and procedures including providing estimates, answering inventory availability and specification questions, processing orders and payments, scheduling deliveries, and effectively communicating with customers throughout the process.

Primary Responsibilities

- Ensure the highest possible professionalism and strive for complete customer satisfaction relative to all transactions and interactions
- Develop strong customer relationships and learn to anticipate customer needs
- Provide timely responses to all customer questions, inventory requests, and requests for estimates
- Demonstrate and communicate a strong understanding and knowledge of the nursery's inventory, product performance, product mix, and product objectives
- Offer substitutions and/or recommended alternatives as solutions for unavailable inventory, as well as offer products and services that may benefit the customer
- Effectively manage all orders in a timely manner
- Accurate and timely invoicing of all sales activity
- Demonstrate effective collaboration with all departments including dispatch, purchasing, customer service, etc.
- Assist with specific company directives and tasks, including physical inventories, sales meetings, company marketing activities, and sales leads
- Provide timely feedback to other sales representatives, departments, and management
- Assist in representing Devil Mountain at industry trade events, if needed
- Other duties as assigned

Experience and Other Requirements

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

Job Specifications

This is an "in office" position, no work from home option available. Must be able to remain in stationary position of either sitting or standing. Extensive typing and 10-key use required. Gross grasping and use of hands and fingers required. Will frequently work in both office and nursery yard and will experience outdoor weather conditions and uneven ground surfaces. Lifting requirement of up to 20 lbs., 20% of the time.

Benefits Offered

401(K) with company matching of 4% once eligible. HMO and EPO Health plans with Kaiser and Anthem, employer pays portion of premium. Basic Life Insurance provided by employer. Dental, Vision and other voluntary insurances offered. Vacation, Sick and Holiday pay offered.

To Apply

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