



Position Available:

Front Counter Sales

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.

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

Experience and Other Requirements

- 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
- 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

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.