



**TITLE:** Sales Associate

**JOB SUMMARY:** We are seeking an enthusiastic and motivated individual with an interest in working with plants in a greenhouse like atmosphere. The primary duties will be to assist customers with the purchase of plants, plant related merchandise, classes, and gift items.

**REPORTS TO:** Owners, Store Manager, and Assistant Store Manager

**TIME REQUIREMENT:** Part-time with the potential for future full-time. Must have a flexible schedule and be available to work weekends.

**REQUIRED DUTIES AND RESPONSIBILITIES:**

- Greet and welcome all customers to the store and nursery and offer assistance and guidance.
- Answer the phone and process phone purchases and requests.
- Be alert and available to answer customer questions and offer advice on plant selection and ongoing plant care.
- Checkout customers using our POS system, Lightspeed.
- Assist in receiving and processing incoming plant and product orders.
- Assist in pulling online orders and help with customer curbside pickup.
- Help load customer purchases after checkout.
- Work with sales associates throughout the store and nursery with upkeep and maintenance of plants and displays including watering, weeding, raking, and trimming.
- Exhibit product knowledge of tools, soils, amendments, and pest/disease control products.
- Be knowledgeable of home & gift items throughout the store. Assist in maintaining the stores appearance including inventory organization and restocking as well as overall cleanliness.
- Keep up to date with Studio class offerings and assist customers with reservations.
- Uphold company policies and procedures and assist in resolving customer concerns and notify a manager if a situation arises that does not fall under ordinary guidelines.
- Aid Owners in sustaining a high standard of customer satisfaction and store appearance.

**QUALIFICATIONS:** Retail sales experience preferred. Plant knowledge not required but encouraged.

**PHYSICAL REQUIREMENTS:** Majority of work performed will take place on your feet both inside and outside. Work will include lifting and moving plants and merchandise.