

Greenhouse Sales Associate

The Greenhouse Sales Associate is responsible for providing the highest level of customer satisfaction while performing all required job functions. Creating an excellent impression of our company to all, making them want to come back time and time again to spend their money with us.

Greenhouse Sales Associate must be able to sell products, educate, and amaze consumers by giving them the red carpet experience. They must display a high level of customer service skills, and be extremely pleasant, helpful, and passionate. They must effectively listen and be open to learning so they may give proper advice when needed. They must possess the skills to seek out the proper advice when needed, via verbal or other media resources. Must be self motivated and determined to succeed in their tasks. They must help drive company into the future, with new innovative, creative ideas and the desire to help the business succeed. They must be able to work as a team and at all tasks efficiently, effectively, and be motivated to think outside the box. Strong verbal and written skills are essential. The ability to multitask and problem solve is also needed. They must be in good physical condition, since a great deal of their work day involves standing, walking, bending, reaching and lifting. Must be able to work with other departments and collaborate. Must be able to take direction well, ask questions and complete tasks as requested. They must be willing to learn and grow their experience level with motivation and excitement.

Greenhouse Sales Associate's Duties Include:

- Anticipate customer needs and willingly assist the customer by opening the door, getting a tray/box/cart, carrying product to car, etc.
- Greet customer in a timely and friendly manner according to company standards.
- Possess and further develop effective listening and communications skills.
- Answer the telephone in a polite, enthusiastic manner according to company standards, assisting them in any way possible.
- Know all register/POS functions and be able to perform these functions correctly and efficiently.
- Know and correctly be able to process all forms of payment according to policy. Be able to count and give correct change, efficiently and with adequate speed and proficiency.
- Know all steps of opening and closing register procedures, and execute them correctly.
- Keep greenhouse and register areas clean, organized and stocked with all proper forms and documents including gift wrap, bags, boxes and all other supplies necessary to process sales.
- Partake in team meetings outside of open hours. And abide by all the regulations in the Employee Handbook.
- Know and correctly be able to process electronic Gift Cards and Garden Center Loyalty and Rewards Cards.
- Responsible for learning and performing the sun/shade and watering requirements for all plant products.
- Be aware of all current sales and/or promotions, and support them with verbal and non verbal information relays.
- Straighten and consolidate plant product, as needed, keeping displays full, neat and clean.
- Straighten, consolidate and dust gift, gourmet/food area, as needed, keeping displays full, neat and clean (where applicable).
- Deadhead and maintain plants, all products, and sales areas for best appearance and profitability.
- Promote sales, suggesting add-ons and up sells, to continually increase the average ticket sale to best maximize the benefit for the customer.
- Assist in day-to-day store functions, including store maintenance and housekeeping.
- Complete daily tasks as assigned.
- Ensure a world class service experience, wowing the customer at every turn, treating them like friends, and exceeding their every expectation.