



Job Description: **Customer Service / Sales/ Planting & Design**

Reports to: Roots Sales Area Leader

Position Purpose: Excel in the selling of garden center merchandise, plants and related products using professional sales techniques, creative merchandising and superior customer service, along with maximum productivity and controlled expense while striving to achieve company sales goals. Excel in the design and creation of high-quality plantings.

Key Job Responsibilities:

1. Be readily available to assist customers, encouraging maximum sales of plants and related products
2. Learn and offer current and correct information about plants, plant care and planting procedures; work with SALs to ensure you are giving the best information
3. Greet and assist customers with their needs
4. Attend all Roots meetings including Monthly department review
5. Assist with pricing, labeling, display and maintenance of plants and related products
6. Assist with overall appearance of facility and sales area; assist in movement and stocking of department goods
7. Help maintain adequate inventory levels of products: dust, spray, deadhead, re-tag/pot, front, and signage. Assist with ordering at times. Assist with physical inventory. Assist with maintaining appropriate levels of merchandise as well as accounting for inventory
8. Custom potting projects; special orders
9. Maintain and water all container gardens
10. Receive inventory when SAL is not present; sign and check for quality
11. Work with the SALs to schedule and complete your daily tasks to maximize productivity
12. Communicate necessary information and needs with buyers and management
13. Provide helpful and thorough customer service to customers on the phone
14. Assist in ordering supplies for custom potting projects
15. Fill in Inventory Adjustment Container Garden Conversion documents accurately and clearly
16. Oversee bagged item inventory, communicate need
17. Produce and coordinate 4 customer classes per year.

Each BNP person is an integral part of the overall success. To keep BNP operating at an efficient, effective and profitable level, all BNP members are asked to assist in different areas of the operation and to perform tasks that are outside of their day-to-day responsibilities. However, *exceptional customer service is every BNP employee and leader's responsibility.*