



Job Description: **Customer Service / Sales Green Goods**

Reports to: Green Good 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.

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. Spend adequate time with customers while also accomplishing other daily tasks.
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, re-pot, front, and creating signage. Assist with ordering at times. Assist with physical inventory. Assist with maintaining appropriate levels of merchandise as well as accounting for inventory.
8. Assist with custom potting projects and fulfilling special orders.
9. Relay requests to SALs with proper forms.
10. Receive inventory when SALs are 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 with employees and management.
13. Provide helpful and thorough customer service to customers on the phone.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell.

The employee must occasionally lift and/or move up to 50 pounds.

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