

# Job Description

Job Title: Sales Service Representative

Issue Date:

Department: Sales

Reports to: Merchandizing Supervisor

## Job Summary

The primary responsibility of this position is to manage and maintain product in chain store garden centers with the direction and support of the Merchandizing Supervisor, while maintaining good relationships with valuable customers.

## Responsibilities/Duties

### Job Duty: Primary

- Performs all duties related to managing and maintaining product that includes checking moisture of plants and assisting with watering if necessary, off-loading product from shipping racks to replenish displays, condensing product on tables to allow for fresh product and cleaning plants by dead-heading or removing damaged leaves/blooms.
- Communicates daily with the Merchandizing Supervisor for direction and support and assists with any feedback and suggestions for future seasons with regards to customer requests, store issues or timing/quality of product by keeping a journal of daily events.
- Maintain good relationships with customers by working in cooperation with store associates, answering customer questions and when unsure, directing them to a garden centre associate.
- Communicates with Jeffery's sales office when in need of product or any other issues at store level.
- Ensure all product in stores is displayed with proper signage that includes retail pricing.

### Job Duty: Health and safety

- Ensure a safe and hazard free work environment for staff and customers in accordance with the policies and regulations contained in Jeffery's Greenhouses Health and Safety Manual.

## Qualifications

### Education

What is the minimum level of formal education necessary for an individual to successfully perform this job?

College:

University:

Trade:

Program:

Program:

Specify:

Completed High School:

Some High School:

Please list any professional certification/designation required for the position: None

Please list any professional certification/designation that is preferred for this position:

Diploma/degree in sales/marketing/customer service and/or horticulture

### Experience

Years related work experience required: None

### Training

Is specialized training necessary to perform this job? No

If yes, please specify:

What kind of on-going training/development is needed to keep current in this position? None

**Skills and Competencies**

**Technical:** Add, subtract, multiply and divide whole numbers; Read, write and speak English; Control inventory;

**Behavioural:** Communication; Concern for quality and standards; Customer Service; Flexibility; Self-awareness; Self control; Organizational skills to enable multi-tasking.

**Other Qualifications**

Own transportation required

**Working Conditions**

Scheduled work week: 5 days/week – schedule varies      Shift rotation: No

Variations to regular work week: weekends required

Number of hours/week: Full-time - average 40 hrs/week    Number of hours/day: average of 8  
Part-time - average 20 hrs/week    Number of hours/day: average of 4

List any aspects of your work environment that pose risks:

Highway travel, sun exposure

**Physical Demands**

List any physical demands associated with the position:

Long hours standing/walking on concrete; Fast paced environment; Light to moderate lifting required.

List any equipment routinely used on the job: None

**Supervision**

List job titles of all direct reports: None

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_