

## Job Description

Job Title: Sales Service Representative	Issue Date: January 13, 2016	
Department: Sales	Reports to: Merchandising Supervisor	
<b>Job Summary</b>		
The primary responsibility of this position is to manage and maintain product in chain store garden centers with the direction and support of the Merchandising Supervisor, while maintaining good relationships with valuable customers.		
<b>Responsibilities/Duties</b>		
<b>Job Duty: Primary</b>		
-Performs all duties related to 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, merchandising and maintaining product that includes checking moisture of plants and assisting with watering if necessary.		
-Communicates daily with the Merchandising 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 Home Depot by working in cooperation with store associates, answering customer questions and when unsure, directing them to a garden centre associate.		
-Communicates with Supervisor and 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.		
<b>Job Duty: Health and safety</b>		
-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.		
-Maintain garden center standards in the absence of the supervisor.		
<b>Qualifications</b>		
<b>Education</b>		
What is the minimum level of formal education necessary for an individual to successfully perform this job?		
College: <input type="checkbox"/>	University: <input type="checkbox"/>	Trade: <input type="checkbox"/>
Program:	Program:	Specify:
Completed High School: X	Some High School: <input type="checkbox"/>	
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		
<b>Experience</b>		
Years related work experience required: None		
<b>Training</b>		
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
<b>Skills and Competencies</b>
<b>Technical:</b> Read, write and speak English; Good verbal & written communication; Computer & internet skills required.
<b>Behavioural:</b> Concern for quality and standards; Customer Service Oriented; Flexibility; Organizational skills to enable multi-tasking.
<b>Other Qualifications</b>
Own transportation an asset
<b>Working Conditions</b>
Scheduled work week: schedule varies – up to 5 days/week during peak season 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: Sun exposure , travel between stores if required, handling shipping racks.
<b>Physical Demands</b>
List any physical demands associated with the position:  Standing and/or walking on concrete up to 8 hours daily (with breaks); Work environment may be hot, cold or fluctuating; Fast paced environment; Light to moderate lifting required (2-15 lbs several times/day).
List any equipment routinely used on the job: Jeffery's rolling shipping racks.
<b>Supervision</b>
List job titles of all direct reports: None

\*I have read the above Job Description and confirm that I am able to fulfill the requirements of the job as described.

Employee Name: _____	Employee Signature: _____
Date: _____	Supervisor Signature: _____