

Knapp Valley Gardens

Design Center Customer Service

Customer Service personnel are responsible for daily operation of the design center sales areas and nursery.

Core Capabilities:

- Customer and quality focus
- Effective communication skills (both verbal and written)
- Problem solving skills
- Team player
- Positive attitude
- Responsibility and dependability
- Honesty and integrity
- Respectful to co-workers and customers

Job Duties:

- Work with the Design Center Manager to perform daily operations
- Work with customers to find the plants and materials they need
- Perform customer cash register transactions for plants and materials
- Ability to answer phone calls and use phone system to manage calls
- Assist in organization \ maintenance of plants and materials in the yard and nursery
- Assist in organizing and preparing plants and materials for scheduled jobs
- Unload deliveries \ tag merchandise \ maintain displays
- Load plants, mulches and other bulk materials using loading equipment
- Maintain quality, efficiency, and meet deadlines
- Complete and submit all required paperwork on a daily basis.
- Ensure that all work activities are carried out in a safe and efficient manner
- Communicate with customers and fellow staff in a polite and courteous manner

Requirements:

- Retail sales experience , enthusiasm and positive attitude
- Comfortable and competent using computers and technology
- Must be a self-starter and able to work independently and as a team member
- Effective communication skills (both verbal and written)
- Knowledge of plants and plant care \ landscape materials
- High School Diploma, GED or equivalent
- Must possess a valid driver's license –ability to obtain a Chauffer's license
- Must be willing and able to operate equipment if needed
- Speak, read, and write English
- Ability to lift a minimum of 35 lbs. repeatedly through an entire work shift
- Ability to work in a fast paced environment
- Work near heavy equipment and other vehicles on a regular basis
- Work outdoors in various conditions including heat and humidity, rain, and cold
- Flexible working hours including occasional weekend work

Knapp Valley Gardens
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