



Title: Sales Associates
Department: Sales Yard **Date issued:** 01.01.2025
Location: Waterdown, Trenton & Newmarket locations

JOB DESCRIPTION

Job Summary:

As a salesperson, your primary focus is on sales - optimizing the time you spend with customers and selling useful add-ons with the intent of successful planting. Below is a list of responsibilities for a salesperson:

LIST OF RESPONSIBILITIES

Customer Service and Sales

- Continuous checking in with the Trade Professional and Home Gardener Information and Reception desks for messages and to assist customers in queue.
- Acknowledge customers - letting them know you are there if they need assistance. If so, engage in a series of "Determining who your customer is" training
- When assisting customers, it's very important that you manage your time spent with customers according to the customer type, how many customers there are needing assistance and the productivity of each sale
- Help customers locate, choose plants and products for the gardening needs
- Showing customers good tie in products to ensure good gardening practices
- Up-to-date on current sales and specials

Plant Care and Yard Maintenance

- Assistance in unloading product off of skids when / where needed.
- Let supervisor / manager know if you notice: plant levels are low and needs reordering or if plants are not in good condition and need to be re-processed back to our production fields
- When not with customers:
 - Weed, dead head, clean and space plant material
 - Tag product with missing tags
- Check plants for watering needs 2 hours before close
- Tidy aisles for carts, hoses and miscellaneous plant material
- Communicate to yard supervisor any poor batches of plants, or disease/insects if found

Watering

- Everyone should report dry product to main irrigation staff member
- Generally, this will be assigned by the yard supervisor
- Watering should ideally be done thoroughly before customers are in the area, but if required take caution when watering with customers in the area
- Keep hoses in good shape – if leaks appear, stop and repair
- Ensure hoses do not impede customer foot traffic
- Always check plants before watering (feel their weight) – never assume all plants need watering when one plant is dry
- Water minimally if the weather is cool and damp
- Water thoroughly during hot dry weather
- If posts are larger – water each container to ensure water reaches the bottom of the container to ensure the entire root system is wet
- Be aware of areas where the wind might dry plants out more
- If a plant is wet – do not water, it
- Check the entire area first thing in the morning and just before shift is finished
- If further watering is required after your shift, communicate to next shift

Other duties

- Keeping seasonal area tidy (general cleanliness - as others will be called upon for cleaning)
- Keep annual carts out of aisles and back where they belong (make sure you are not moving a customer wagon that is in use)
- Keep compost buckets tidy
- Watch that signage is in the correct location
- Be aware and informed as to the location of all seasonal plants
- Be prepared to unload receiving trucks and place plants on tables or under tables
- Always be careful moving racks, carts, wagons around other staff and customers
- Moving plants when as directed, from one location to another
- Repotting plants when necessary (hanging baskets do fall)
- Keep flats and pots in consistent straight rows – maintain the professional look
- If any plant or other product is out of place, check with other staff and put it in it's proper location
- Pricing and labelling of all necessary plants
- Work with other staff if large orders are needed to be unloaded
- Pull any necessary orders for home gardeners or trade customers as directed by seasonal supervisor

Connon Nurseries is a diverse & equal opportunity employer. Should you require any modifications during the interview process please connect directly with our Human Resources Manager at 9056897433 ext 195.

