



**Livingstone Outdoor** is proud to offer the Westman Area's newest and premier Greenhouse and Nursery. As an affiliate of Livingstone Landscaping Ltd., we pride ourselves in our exceptional customer service and outstanding team of employees. We offer a rewarding, friendly environment with great health benefits and competitive wages.

**Job Title:** Greenhouse Associate

**Position Type:** Full Time or Part Time

**Reports to:** Store Manager or Greenhouse Manager or Team Lead

**Purpose:** The Greenhouse Associate is passionate about horticulture and offers an exceptional customer experience to our customers. You will welcome customers into the Greenhouse and/or Nursery, help identify their plant needs, present options, answer questions and offer solutions. You will act as the customer resource through their plant buying process to provide positive customer interactions and ensure return business.

### **Responsibilities**

- Greet and direct customers
- Provide accurate product information to customers (i.e. plant information, tree & shrub information, etc.)
- Answer customers' questions about specific plants, trees and/or shrubs
- Conduct price and feature comparisons to facilitate purchasing
- Cross-sell products
- Ensure shelves are fully stocked and all products are priced and labelled
- Ensure all plants, trees and shrubs are watered at assigned times throughout the day
- Monitor plants for insects, diseases, etc. and inform Greenhouse Manager of any suspected concerns
- Coordinate with other Greenhouse Associates to provide excellent customer service (especially during peak times)
- Inform customers about discounts and special offers
- Provide customer feedback to the Store Manager and Team Lead
- Stay up to date with new products/service
- Operate POS System to finalize customer transactions
- Other duties as assigned

### **Qualification & Experience Requirements**

- Completion of grade 12 or equivalent
- Possess a valid class 5 driver's license
- Excellent computer and phone skills (POS Systems, etc.)
- Minimum 1 years+ in a similar Greenhouse Sales Role
- Strong knowledge of growing and plant care, plant materials, etc.
- Ability to work in a fast paced environment
- Physically capable of handling up to 30-50lb. packages, trees, shrubs, etc.
- Horticulture or Agriculture background, education or working towards; a considerable asset
- Ability to work in hot environment (approx. 30-35 Degrees Celsius)

**Core Competencies:**

- Excellent interpersonal and organization skills
- Good verbal and written communication
- Attention to detail and excellent problem solving skills
- Ability to anticipate problems and take immediate initiative to remedy/find solutions independently
- Flexibility to work various shifts
- Ability to take direction and work well with a team