

Job: Hardscape Sales Associate

Reports to: The Greenville Management Team

Position Description: Represent and promote the hardscapes sales operation of Landscapers Supply/Ace Hardware in a positive manner that insures customer confidence and satisfaction and profits for the dealership. To be an important part of a sales team that is productive and motivated to meet and exceed all goals and objectives.

Major Areas of Responsibility

1. Sales of all Landscapers Supply/Ace Hardware products with a heavy emphasis on Hardscapes
2. Customer service
3. Accurate product knowledge of Hardscapes
4. Inventory and Purchasing of Hardscapes
5. Computer Skills-ie. Point of Sales System
6. Store appearance
7. Security and loss prevention

Specific Responsibilities of the Job

1. Customer service and sales of all Landscapers Supply/Ace Hardware Hardscape products.
 - Engage customers in a friendly, courteous, and respectful manner in person and on the phone.
 - Work with customers to develop their trust in you and our company.
 - Ask customers open ended questions to determine their needs.
 - Work with commercial customers, learning about them, and their business operation and philosophies.
 - Listen to customers and always show concern for their needs and problems.
2. Accurate product knowledge.
 - Know the product's specifications, price, function, and how it compares to similar competing products.
 - Know and understand the Hardscape products so you can relay knowledge and confidence when working with customers.
 - Continuing education of product through videos, manuals, bulletins, web site, and any other manufactory material available.
3. Inventory.
 - Ordering product and working with vendors.

- Tagging merchandise and making sure product can easily be checked out. Ex. UPC entered in the system, pricing changes made in the system.
 - Setting up promotional material, handouts and displays.
 - Replenishing inventory.
 - Reorganizing items.
4. Computer Skills.
 - Having knowledge of the point of sales system.
 5. Store appearance.
 - Maintain Hardscape area in the yard. Product should be tagged and organized.
 - Maintain office area, showroom, store shelves, kitchen, vehicles, and warehouse in a clean and professional manner.
 6. Security and loss prevention.
 - Verify checks and watch for counterfeit cash.
 - Watch customers in the store & yard, and notify the store manager of any odd behavior from employees or customers.
 - Knowledge of high theft items and doing regular checks on them.
 - Knowledge of current theft trends.

Work Environment

- Maintain professionalism in all business and personal activities.
- Dress appropriately and according to company policy.
- To be part of the sales team that seeks to grow through lasting relationships with both customers and team members, striving to exceed expectations.

Conclusion

- This outline of a job description is to serve as a guide for expected job performance. It is not intended to limit individual initiative. The company reserves the right to add or delete responsibilities or change position descriptions or qualifications as business requirements dictate.
- Perform other duties as assigned by Store Manager of Landscapers Supply/Ace Hardware.