

## Hardscape Sales Associate



**Employee Reports to:** General Manager

Effect Date; March 1, 2021

### Position Overview

The potential employee will work in a retail environment.

- Will be responsible to calculate and sell products needed for customer retaining wall and paver projects.
- Will work with the supply yard to stock and sell mulch, stone and topsoil,
- Has an understanding and a working knowledge of building practices relating to hardscape products.
- Embraces Country Farms Vision, Mission and Core Values. Client satisfaction, will be extremely important. Everything this professional does will enhance and protect Country Farms reputation while supporting the high standards we have for our company.

### Essential Responsibilities

- Provides customer information about products, including technical specification, styles, designs, color and pricing.
- Routinely interacts with customers face to face, email and on the telephone to sell products.
- Maintains and organizes paperwork needed for sell product and continually studies ways to enhance and improve efficiency in our ability to sell product.
- Responsible to maintaining effective relationships with customers that lead to increased sales and revenue.
- Answers any questions customer may have or finds the answer by referring to product catalogs and specification guides as necessary to determine product uses and applications.
- Studies market and industry trends, making sure our customers receive the best service.
- Continually update skills by enrolling in classes or seminars to enhance knowledge.
- Maintains a clean and safe work environment.
- Help keep showroom clean and organized.
- Work with all other departments in ways that minimize mistakes or quality issues.
- Understand a team mentality and help our entire team be successful.
- Communicate well and effectively, leaving few or "no" surprises, with a policy of *'100% Accountability 0 Excuses'*
- Expects to work 40 to 50 hours per work week and understands that working on the weekend will be mandatory during peak season.
- Represent Country Farms well in everything you do - during and outside of work.

### Knowledge and Experience

- Hardscape experience is preferred.
- Exceptional math skills are a must.
- A good working knowledge of QuickBooks, Excel and Word.
- A working knowledge of retaining wall block and pavers.
- Strong oral and written communication skills and organizational skills are a must.
- Customer service skills and proper etiquette are a must.
- A desire to learn, taking the time to keep up with any industry changes or advances.
- Valid driver's number

### Work Environment - Physical Demands

The employee must be able to lift and move up to 50 lbs. Vision abilities for this job are dictated by the PA Driver's license requirements.

### Job Site Conditions

The work environment is an outdoor supply yard and retail office setting.

The position requires the use of computer equipment and other general office equipment.

Wet and humid, hot or cold, snow or sleet can occur.

Employee may also be exposed to customers' pets.

### Work Relationships

Employee will work closely with members of the Country Farms team including managers, designers and clients.

### Pay & Benefits

- Medical, vision and dental benefits available after 60 days.
- Paid vacation and holidays after one year.
- Retirement plan with company paid contributions after one year.
- Employee discounts immediately.