

JOB DESCRIPTION

Job Title: Display Yard and Product Consultant
Reports to: Sales Manager & Health & Safety Manager

POSITION SUMMARY

The primary responsibility of the Display Yard and Product Consultant is to provide assistance and guidance to customers with the appropriate information to complete their product purchase/landscape plan. The Display Yard and Product Consultant will promote all health and safety procedures and assist customers in ensuring they follow the guidelines set by Arnts The Landscape Supplier Inc. and applicable government regulations.

RESPONSIBILITIES

- Ensure each customer receives outstanding service to help build customer loyalty;
- Assist customers with their landscape questions and straight forward quotations;
- Promote and educate customers on our current health and safety policies and procedures;
- Answer customer questions and provide information on products and policies;
- Keep up-to-date with company health and safety procedures and operational updates;
- Report any customer concerns or complaints immediately to management;
- Maintain awareness of all promotions and advertisements;
- Aid customers in locating products in the display yard and locations of the main and small natural stone yards;
- Keep up-to-date with product information and new industry products/recommendations;
- Assist customers with natural stone questions and sales where possible;
- Ensure all advertising and marketing literature is displayed and available to customers, update as required;

- Remove product samples from the display yard and routinely check all displays are safely glued down and secure;
- Ensure the display yard water features are working properly with enough water;
- Confirm clean fill amounts and types;
- Represent the company at industry events;
- Contribute to keeping the display yard, main building entrances, and dome clean and free of clutter and garbage;
- Adhere to all health and safety procedures;
- Consistently exhibit behaviour reflective of Arnts The Landscape Supplier Inc. professional image.

QUALIFICATIONS / KEY SKILL REQUIREMENTS

A minimum of one year experience in a retail sales or yard environment. Industry experience is an asset.

- Ability to provide excellent customer service;
- In depth and up-to-date knowledge of products and services;
- Up-to-date knowledge of health and safety policies and procedures;
- Be a fast learner and have the ability to perform multiple tasks at once;
- Be detail oriented;
- Ability to effectively communicate both orally and in writing;
- Be cheerful and come to work every day with a positive attitude;
- Comfortable working in both a fast paced and slower paced environment;
- Strong team player yet still able to work independently with minimal supervision;
- Commitment to the Arnts The Landscape Supplier Inc. mission statement.

SUPERVISORY RESPONSIBILITIES

None.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Sedentary – sitting or standing for long periods most of the time, but may involve walking for brief periods of time. While performing the duties of this job, the employee is regularly required to work outdoors. When working outdoors, the employee will be subject to variations in the temperature and weather.

- Ability to sit and/or stand for an extended period of time while working in the display yard or sales office.
- Move and handle boxes of merchandise and postal items to the required locations on occasion;

ADDITIONAL REQUIREMENTS

Will be required to perform other duties as requested, directed or assigned.