



### **ABOUT DEVIL MOUNTAIN WHOLESALE NURSERY:**

Since 1995, Devil Mountain Wholesale Nursery has provided its professional customers with access to more plant varieties on hand than any other wholesale nursery in the San Francisco Bay Area. We pride ourselves in having a knowledgeable sales staff, attention to quality material, and extensive delivery capacity throughout the Bay Area and surrounds.

In addition to our 20 acres in San Ramon, we grow on an additional 100+ acres near Lodi, California, and our suppliers range from small specialty growers to the largest in the nation. Our buyers travel to quality growers throughout the country to procure the most exceptional plants and ensure the finest quality and selection is available here to customers. We will soon open 2 new Landscape Centers to better service the greater San Francisco Bay Area -- one in Petaluma (North Bay) and one in Morgan Hill (South Bay).

<http://www.devilmountainnursery.com/>

### **FOR EMPLOYMENT CONTACT:**

Human Resources: [employment@devilmountainnursery.com](mailto:employment@devilmountainnursery.com).

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### **POSITION AVAILABLE:**

**INSIDE SALES REPRESENTATIVE, PETALUMA:** Responsible for the executing counter sales, phone orders, development, and fulfillment for product & client sales activities. The position will serve specifically as a front-line sales representative to clients and will-call customers. Effectively assists in and is responsible for implementing sales, pricing orders as directed by company, inventory availability, processing orders, and effectively sells product. Activities shall include processing paperwork, arranging delivery, and order fulfillment. Assists in answering inbound calls including taking messages, and performing other duties as assigned by management. Must have product knowledge and is familiar with product availability, and may sell all products offered by the business.

### **PRIMARY AREAS OF RESPONSIBILITY INCLUDE BUT ARE NOT LIMITED TO:**

#### **Responsibilities:**

- Effectively handles counter and phone orders in a timely basis, fulfilling orders, and is responsible for assisting in the effective execution of sales transactions, sales activities, and marketing efforts associated with clients.
- Responsible for the complete satisfaction of clients/customers relative to all customer transactions and interaction.
- Responds to questions, inventory requests, and requests for bid, quotes, and estimates.
- Responsible for accurate and timely invoicing of all sales activity.
- May, as directed, assist with customer payment and collection efforts.
- Assists Shipping Manager, as required, with all related delivery and shipping activities.
- Ensures the highest possible professionalism and customer satisfaction.
- Demonstrates and communicates a strong understanding, knowledge, and availability of the nursery's inventory, product performance, product mix, and product objectives.
- Has the ability to offer substitutions and/or recommended alternatives as solutions for unavailable inventory.
- Responsible for assisting in any related sales activity associated with designated accounts including brokering, and cooperative activities.
- May assist in representing the business in all industry-wide trade associations deemed by the business to be important to business development.
- Assists with specific company directives and tasks, including physical inventories, sales meetings, and company marketing activities
- Always is attentive to customers and sales leads.
- Participates in the execution of action plans for sales development, sales improvement, and to penetrate new markets.
- Assists in the implementation of marketing plans as needed.
- Provides timely feedback to sales representatives and management.
- Fosters an environment of effective, timely, and consistent customer responsiveness.

- Assists in maintaining consistent pricing structure among all customer bases.
- Provides timely, accurate, competitive pricing on all orders submitted for special pricing and approval, while striving to maintain maximum profit margin.
- Has fluent computer skills and can develop, manage, and produce necessary spreadsheets for monitoring and tracking sales activities and activities against established forecasts and budgets.
- Assists all sales representatives with product sales requirements, salesperson sales, and overall company sales objectives.
- Assists in controlling expenses to meet budget guidelines.
- Adheres to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.
- Effectively communicates and supports all other company departments and entities.

**Skills/Qualifications:**

- Effective client / customer account management
- Managing processes
- Market knowledge
- Nursery product knowledge
- Nursery product trends
- Ability to effectively sell product when needed
- Shows superior responsiveness to clients and company associates
- Understands sales goals
- Product sales presentations
- Motivated by sales
- Building relationships
- Selling to customer needs
- Creative sales techniques and programs
- Responding to and selling specific products when required

**Relationships and Roles:**

**Internal / External Cooperation**

- Ensures that all efforts meet or exceed all activity standards for appointments, presentations, proposals and closes.
- Capable of delegating authority and responsibility with accountability and follow-up.
- Sets examples for company associates in areas of personal character, professionalism, commitment, organizational and selling skills, and work habits.
- Maintains contact with all clients in the market area to ensure high levels of client satisfaction.
- Demonstrates superior professionalism, thorough follow through, and follow-up with every sales transaction.
- Demonstrates ability to interact and cooperate with all company employees.

**Job Specifications:**

- 1-2 years of experience in nursery sales and account development.
- Experience with enterprise software solutions and large, complex organizations.
- Extensive experience in all aspects of account development and relationship management.
- Understanding of customer and market dynamics and requirements.
- Accountability to specific production plans and product sales.
- Proven salesmanship and client satisfaction skills, and the ability to accomplish specific sales and marketing goals.

**HOURS:** Full time. Hours will vary based on seasonal sales demands.

**REPORTS TO:** Sales Manager

**RECOMMENDED COMPENSATION:** Commensurate with industry standards and as agreed to by company CFO. Benefits consistent with those specified in the company's current employee handbook.