



Job Title: Sales Representative

Hours: 32-40 hours per week, various shifts (seasonal)

Days: Sunday through Saturday, various shifts

Pay: Hourly, depending on experience

General Description:

The Orders and Sales Associate works closely with customers, growers and staff to identify, procure and sell Seattle Wholesale Growers Market Cooperative (SWGMC) products. Contact new and existing customers to meet and exceed sales objectives. This person is part of a team that provides customer service at the market and caters to the needs of wholesale customers placing preorders.

Being successful in this position requires excellent written communication skills, an aptitude for organizing and managing high volumes of information and details, knowledge of SWGMC product and seasonal availability, and an understanding of the nuance of color and design. Overall the person filling this role must be extremely professional and excel in providing our customers with a high level of service and care.

Responsibilities:

Orders

- ★ Receive and enter customer pre-orders into order system
- ★ Communicate with customers about their order, including availability, substitutions, pricing, pick up dates, deliveries, and shorts when they occur
- ★ Email cost estimates and order confirmations to customers for pre-orders
- ★ Coordinate with Market Sales Lead and Product Coordinator for placement of purchase orders
- ★ Email purchase orders for pre-ordered product and open stock inventory
- ★ Track the status of all pre-ordered product and purchase order information
- ★ Communicate with staff about product pulls from open stock inventory
- ★ Receive product and ensure accurate invoicing from suppliers and growers
- ★ Inspect product quality, remove product that does not meet quality standards, document and communicate quality issues with Product Coordinator
- ★ Assist on miscellaneous projects for orders & Market Sales Lead

Sales

- ★ Help open the Market for business, which includes merchandising product with signage, pulling poor quality product, reviewing email and phone messages for orders, pulling orders.
- ★ Participate in sales meetings and on-site training
- ★ Welcome and orient wholesale and public customers; process new buyer applications
- ★ Assist customers with identifying product, pricing and general availability
- ★ Assist with customer checkout – invoicing, credits, packing and carry out
- ★ Receive, process, merchandise and care for cut flower and plant inventory
- ★ Monitor product quality; remove and record poor quality product in shrink log
- ★ Help close the Market, which includes consolidation, pulling poor quality product, storing product in coolers, cleaning
- ★ Help keep sales floor, coolers, office area, back stock space and overall Market facilities clean, organized and safe
- ★ Fill in when needed during staff vacations, market events, and floral holidays
- ★ Deliver orders to customers in Seattle metro area (occasionally)

Required Skills:

- ★ Excellent written and oral communication skills
- ★ Highly organized and detail oriented.
- ★ Critical-thinking skills are essential when making decisions or solving problems.
- ★ Ability to prioritize and multitask
- ★ Interpersonal skills to interact with, negotiate and persuade customers
- ★ Knowledge of floral and horticultural product and Northwest seasonal availability
- ★ Retail or wholesale customer service experience
- ★ Listens well and executes tasks competently

Desired Qualities, Experience, and Training:

- ★ Motivated to go the extra mile to serve the needs of customers
- ★ Passion for local floral movement, horticulture, floral industry, or flower farming
- ★ Professional work style
- ★ Strong visual sense of color and design
- ★ Proficiency in computer applications, i.e, QuickBooks, Google Drive, ...
- ★ Thrives in fast-paced environments
- ★ Enjoys working early morning hours
- ★ Warm, friendly personality that enjoys personal interactions
- ★ Willingness to learn
- ★ Self-motivated

Interested applicants may apply by submitting an application, resume, and cover letter on our website.

"We are an equal opportunity employer"