



Job Title: Orders and Sales Associate

Pay: Hourly (depends on experience)

Reports to: General Manager

General Description and Job Duties

The Orders and Sales Associate works closely with customers, growers, and staff to sell SWGMC product. This person is part of a small 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.

The Orders and Sales Associate's duties and responsibilities includes the following:

Orders

- Receive and enter customer pre-orders into our order system
- Communicate with customers about their order, including availability, substitutions, pricing, pick up dates, deliveries, and shorts when they occur
- Determine which growers receive purchase orders
- Email purchase orders for preordered product and open stock inventory
- Track the status of all preorder product and purchase order information
- Communicate with staff about product pulls from open stock inventory
- Email cost estimates and order confirmations to customers for pre-orders
- Email grower members a consolidated list of weekly preorders
- Track product, varieties, quantities, and colors for orders we cannot fill
- 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 growers

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
- Welcome and orient wholesale and public customers; process new buyer applications

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- 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
- Clean, organize and fill buckets for processing and orders
- Monitor product quality; remove and record poor quality product
- Help close the Market, which includes consolidation, pulling poor quality product, storing product in coolers, cleaning, reviewing daily sales
- Help keep sales floor, coolers, dock area, back stock space and overall Market facilities clean, organized, and safe
- Deliver orders to customers in Seattle metro area
- Fill in when needed during staff vacations, market events, and floral holidays

Required Skills:

- Excellent written and oral communication skills
- Highly organized and detail oriented. Accurate.
- Knowledge of floral and horticultural product and Northwest seasonal availability
- Excellence in Retail or Wholesale customer service experience
- Ability to prioritize and multi-task
- Highly organized and detail oriented
- Capable of lifting 40 lbs.
- Able to work during early morning hours
- Willingness to work in coolers and unheated warehouse conditions

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 QuickBooks and Google Drive
- Thrives in fast-paced environments
- Enjoys working early morning hours
- Warm, friendly personality that enjoys personal interactions
- Willingness to learn
- Self-motivated
- Flexible and adaptable to change.
- Must be at least 21 years of age or older
- Valid driver's license in USA (not an ID card, expired, or suspended)
- Motor Vehicle Records (MVR) a good driving history
- Knowledge of packaging and shipping logistics for perishable products

Hours: Hours primarily during Market's customer business hours (see Market [website](#)) and for periods immediately before and after those times for preparation and closing activities. This position will likely be 30 to 40 hours per week, but this may vary with the requirements and the seasonal nature of the Market's business.

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