

Job Title: Sales Specialist - Live Nursery

Job Code: SS0070

Department: 102

General Description/Purpose

The primary function of the Sales Specialist Live Nursery is to serve as the store expert on live nursery by providing detailed product information to both customers and other Lowe's employees. This includes overseeing Live Nursery receipts and counts, maintaining plant groups as listed in regional plans, following watering plan and Live Nursery Business rules to meet market needs, and adjusting staged orders. The Sales Specialist Live Nursery is expected to conduct sales activities and build relationships with customers including promoting and recommending products, plans, or installation services that match customer needs, informing customers on pricing, options, or status on pending orders, and keeping shelves stocked and correctly displayed to support sales. The Sales Specialist Live Nursery is also responsible for providing excellent customer service through the daily execution of Lowe's customer service programs, following up on completed orders to ensure customer satisfaction, and assisting customers as needed in locating, selecting, carrying, and loading merchandise. The Sales Specialist Live Nursery is required to maintain a safe and secure work environment by complying with company policies and procedures for merchandising, housekeeping, safety, and monitoring for potential theft or security risks. This includes training associates, operating store equipment and supporting other departments as needed. Lastly, the Sales Specialist Live Nursery is responsible for completing all other duties as assigned.

Work Schedule

Requires morning, afternoon, and evening availability any day of the week. Required to work a Corporate schedule determined by Staffing Department, but may be changed by store management based on the needs of the store. Requests to be scheduled off for a specific day require advanced notification and approval by supervisor. Hourly Full Time or Part Time: Generally scheduled 39 to 40 or 10 to 25 hours per week, respectively; more hours may be required based on the needs of the store.

Scope

This position reports to a Service Manager and does not have direct reports.

Essential Knowledge, Skills, and Abilities

Acting with Honor and Character: Integrity and Ethics; Trustworthiness

Administrative Ability: Administrative Ability; Computer Use; Form, Report, and Log Completion

Arithmetic Computation: Arithmetic Computation

Basic Equipment Use/Assembly: Equipment Operations

Being Organizationally Savvy: Organizational and Department Knowledge

Communicating Effectively: English Language Proficiency; Telephone Etiquette; Verbal Communication; Written Communication

Conscientiousness/Inspection/Detail Orientation: Attention to Detail; Dependability

Creating the New and the Different: Innovation/Creativity

Customer Service: Customer Need Identification (Curiosity); Customer Service Orientation

Dealing with Trouble: Conflict Resolution

Decision Making: Analysis and Interpretation; Decision-Making; Problem Solving

Demonstrating Personal Flexibility: Adaptability/Flexibility; Learning; Self-Development; Stress Tolerance

Focusing on the Bottom Line: Accountability; Achievement; Drive; Initiative; Target Markets

General Product or Service Knowledge: General Product and Service Knowledge; Merchandise

Getting Organized: Multi-Tasking; Planning and Organizing; Time Management

Getting Work Done Through Others: Delegation

Horticulture: Flower and Plant Health; Flower and Plant identification; Live Nursery

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Essential Knowledge, Skills, and Abilities (Continued)

Inspiring Others: Influence

Keeping on Point: Selective Attention; Sense of Urgency

Managing Diverse Relationships: Diversity Awareness

Managing Work Processes: Process Improvement

Policies & Procedures: Lowe's Policies and Procedures; Lowe's Safety and Loss Prevention Policies and Procedures; Lowe's Services and Programs; Return and Exchange Policies

Power Equipment: Powered Equipment

Quality Awareness: Quality Awareness

Reading Comprehension: Reading Comprehension

Relating Skills: Build Relationships; Interpersonal Skills; Listening; Sociability; Teamwork

Safety Orientation: Equipment and Tool Safety; Safety Orientation

Sales/Selling Orientation: Assertiveness; Competition; Sales Orientation; Selling Proficiency

Training: Training

Key Responsibilities

- Executes watering plan to prevent plant damage.
- Provides customer service by engaging customers (e.g., customer greeting); answering questions (e.g., Code 50s, call buttons) regarding the store, its merchandise, Lowe's policies and warranties; and sharing information related to current sales and promotions.
- Recommends and locates merchandise and solutions for customers; and describes merchandise use, operation, and care.
- Provides customer service by listening to and identifying customer needs (i.e., qualifying); anticipating and responding to customer needs based on local conditions (e.g., drought, extreme rain); handling angry or difficult customers; answering customer questions (e.g., stock availability, differences between products); and assisting customers as needed in locating, selecting, carrying, and loading merchandise.
- Meets market needs by following Lowe's Live Nursery Business Rules (e.g., spring binders) and adjusting staged orders.
- Complies with company policies, procedures, and standards for merchandising, housekeeping, safety, and security.
- Ensures inventory levels are adequate to support sales through personal review, intervention, and frequent communication with management.
- Oversees Live Nursery receipts performed by Receiving personnel and/or Lawn and Garden personnel to ensure accurate and complete counts are performed per Lowe's Garden Center Operations and Receiving policies.
- Conducts sales activities and builds relationships with customers by promoting products/services (i.e., ProServices, Installed Sales, Special Orders, Call Ahead/Fax/Order Online, Delivery, Credit programs), asking lifestyle questions, and assessing needs; matching product recommendations to customer needs; explaining the value and convenience of products Lowe's sells; and representing products accurately (e.g., capabilities of different products).
- Performs sales using the IMPACT model by providing product knowledge to customers; taking customer orders; upselling customers; conducting add-on sales with customers; completing sales/install paperwork; executing sales contracts (e.g., installations); checking out customers at register; and loading product or special orders into customer vehicles.
- Operates store equipment as needed (e.g., LRT, telephone, paging system, copiers, fax machines, computers, CCTV surveillance system, ke cutter, panel saw, paint mixer, blind cutter, tile cutter, vinyl cutter, forklifts, pallet jacks, electric lifts, iPhone, compacter bailer).

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Key Responsibilities (Continued)

- Keeps product down stocked on shelves by conducting walk through of Sales floor area to evaluate status and needs; and pulling product from top stock to down stock shelves.
- Maintains plant groupings and displays according to regional plans provided by Live Nursery Merchandising Manager.
- Detects common signs of shoplifting, theft, and other security risks, and promptly communicates them to management and/or Loss Prevention.
- Orders products for customer; places special orders; follows up with vendor on placed order (order management); and calls other stores to find desired merchandise.
- Trains Associates in the Department by conducting on-the-job training on the Sales floor (e.g., Order Management, Sales, Customer Service, Installs); and providing coaching regarding development needs.
- Prepares displays to merchandise Lowe's products (e.g., top stock) by organizing them according to planograms; ticketing, arranging, and displaying merchandise to promote sales; reviewing and adjusting product displays and signage as merchandise sells or space permits; preparing merchandise for purchase; restocking merchandise; and ordering replacement stock.
- Communicates with customers regarding pricing, options, designs, and project status; researches possible ideas based on customers' plans and makes products/service suggestions based on customers' needs.
- Addresses and/or escalates customer complaints; and notifies Manager/Manager on Duty (MOD) of customer dissatisfaction or procedure violations.
- Supports other departments and department functions as needed (e.g., due to call-outs).
- Follows-up with customers to ensure all order and project requirements are satisfactorily met.
- Performs price reviews in accordance with pricing policies (e.g., Pricing Policy SF-06) and ensures maintenance of pricing and pricing documentation.
- Pulls and stages freight/products to fill customer orders (e.g., Installations, Deliveries); moves freight to delivery area; and prepares freight/product for delivery to customer.
- Tracks and ensures order fulfillment by monitoring order status (e.g., ordered, received, notified) of product and special orders; notifying customer of order status or issues with special orders; communicating with others (e.g., Receiving) internally about order status; and coordinating and communicating with order delivery and install staff about who is available and when special orders will be delivered or installed.
- Attends Sales Specialist meetings.
- Offers and sells installation services, creates details, and provides customers with estimates on projects.

Physical Requirements

Lifts up to 40 pounds daily without assistance; may lift up to 100 pounds with or without assistance.

Agility: The ability to bend, stretch, twist, or reach out with the body, arms, or legs to perform job tasks. This includes the ability to move throughout all areas of the store (e.g., sales floor, receiving, register areas, lawn and garden), Lowe's property surrounding the store, or additional work areas.

Climbing: The ability to climb, work, and carry items up and down ladders.

Hand-Eye Coordination: The ability to coordinate one's eyes with one's fingers, wrists, or arms to move, carry, or manipulate objects or to perform other job-related tasks.

Manual Dexterity: The ability to make quick, accurate, skillful, coordinated movements of one hand, one hand in coordination with its arm, or two hands to grasp, place, move, or assemble objects.

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Physical Requirements (Continued)

Physical Strength: The ability to lift, push, pull, or carry objects using hands, arms, back, abdominal muscles, shoulders, legs, or a combination of these muscle groups.

Proper Lifting Techniques: The ability to properly lift heavy objects or equipment. This includes the knowledge of correct bending and lifting techniques as needed to properly position and use one's hands, feet, legs, arms, and back to lift objects or equipment, and to push, pull, and carry heavy objects.

Protective Equipment: The ability to wear all necessary personal protective equipment to perform job functions.

Safety Harness: The ability to wear the safety harness to perform job functions.

Stamina: The ability to exert oneself physically over long periods of time. This may include performing repetitive or strenuous tasks as well as standing and sitting for long periods.

Visual Acuity: The ability to see details (e.g., letters, numbers, codes, color, symbols, marks, labels, signs, video displays including iPads) clearly to accomplish work tasks in a safe and efficient manner.

Work Conditions: The ability to perform job activities, with appropriate intermittent relief where applicable, under difficult work conditions such as in extreme cold, heat, inclement weather, at heights, while exposed to constant/intermittent sounds.

Minimum and Preferred Qualifications

Minimum Qualifications

High School Diploma or equivalent.

AND 1 year external experience in customer facing sales **OR** 6 months Lowe's retail experience.

AND 1 year live nursery or horticulture experience.

Preferred Qualifications

1 year experience identifying and selling products based upon customer needs or plans.

2 years experience in providing customer service including providing guidance, resolving customer complaints, greeting customers, answering phones, building relationships with customers, and thanking customers for their business.

1 year experience promoting product related services and plans such as installation, delivery, credit financing, or extended protection plans.

2 years experience managing live goods inventory.

Professional Certification related to Live Nursery or Horticulture.

3 years live nursery or horticulture experience.

Lowe's is an equal opportunity employer and administers all personnel practices without regard to race, color, religion, sex, age, national origin, disability, sexual orientation, gender identity or expression, marital status, veteran status, genetics or any other category protected under applicable law.