



Garden Consultant

Job Description

Position:	Garden Consultant
Department:	Growth and Marketing
Reports To:	Owner
Job Type:	Part time; flat rate + commissions

Position Overview

- ✔ This role is for a socially energetic person who loves people, has a great attention to detail and will work on the front line meeting new clients for the first time, being the first impression clients have of our company face-to-face to help achieve our company goals. Our company designs, builds and maintains kitchen gardens throughout the greater Austin area. This role will work to find the match between our client's goals, hopes and dreams for their own kitchen garden and the services we offer. This position will take place in locations all over the greater Austin area between Georgetown and Dripping Springs. You will need to have at least four 2-hour time periods available during the week on either Tuesdays, Wednesdays or Thursdays between 9am-3pm to conduct 1-1.5 hour Garden Design Consultations at client homes. You will assist during and after consultations, meet clients, take pictures of the site and measurements, listen intently to their goals, be able to articulate our standards and services and make recommendations for materials, size and features of a kitchen garden that will work in their space and budget. Ideal candidate should have great people skills, a high level of communication, and some basic garden knowledge and skills. Training will be provided. Our company values high-quality work, promptness, unparalleled customer service and only organic gardening methods. Ideal candidate should be confident taking notes, measurements, uploading documents to our company shared drive and able to learn to work within our project management system. This position is commission-only, earning a flat rate per consultation, with additional commission on designs and installations sold.

Responsibilities (tasks associated with the role)

- ✔ Ability to lead a client thoughtfully through their decision making process to match client goals with services we offer.
- ✔ Reliable internet and work set up at home to sign on to regular Zoom meetings and access to a printer.
- ✔ Arriving on time to assigned job location, wearing required uniform, bringing tools you have been issued and completing the Consultation checklist to gain all the information we need to create a design for the client
- ✔ Able to take quality pictures with personal camera / smartphone and upload to the company cloud storage
- ✔ Excellent verbal and written communication skills
- ✔ A proactive, positive, people-loving and plant-loving nature.
- ✔ Ability to use our remote time tracking and scheduling app on a smart phone or home computer as well as communicate and receive assignments via our Slack workspace.

Requirements (and expected proficiencies to excel in this role)

- ✔ High school diploma
- ✔ Availability for weekday work
- ✔ Highly professional, client-focused nature with a love of communication with team and clients.
- ✔ 1 (minimum) year experience in Customer Service
- ✔ Clean criminal background check and driving record

Metrics (Expected Results)

- ✔ Convert consultations into installation projects
- ✔ Represent our company well by being respectful, prompt and informative during the consultation, able to answer all the client's questions about our services, process and gardening standards.

This job description is not all-inclusive and certain activities, duties or responsibilities may be required of the employee as needed.