

Name:	Job Title: Courtesy Clerk
Date:	Reports To: Mary Sattler or Julie Ruf

In the space below, please fill in each of the tasks and duties you perform in conjunction with your job. Use action verbs (such as *writes*, *supervises*, *teaches*, etc.) to describe what you do. Indicate whether it is a **Primary** or **Secondary** job function. Also indicate the frequency with which the function is performed, i.e., **Daily**, **Weekly**, **Monthly**, **Yearly**, or **As Needed**.

	Task and Duty Description	P	S	D	W	M	Y	AN
1.	Provide customer service through carry out and assistance in loading plant material, bagged goods and sod.	X		X				
2.	Return carts and wagons from parking lots to the appropriate location.	X		X				
3.	Stock, straighten, dust and front dry goods. Straighten, stack and maintain bagged goods area. Water sod as required.		X	X				
4.	Greet customers and direct to the appropriate personnel.	X		X				
5.	Greet customers and direct to appropriate area of nursery. Understand the lay out of the nursery. Be able to locate nursery maps on property.	X		X				
6.	Maintain building: empty trash, break down boxes.	X		X				
7.	Ability to utilize the hand held radio system in an appropriate manner.	X		X				

RESPONSIBILITIES

Courtesy Clerk reports directly to Mary Sattler or Julie Ruf.

Ensure the confidentiality of all company records.

Ensure close security of company assets.

To provide operational support for the various nursery sales departments of Gift Shop & Garden Gift, Dry Goods, Green Goods and Administration & Finance.

Responsible for accuracy in duties relating to records of the company's business.

Assist to ensure all information and communication needs are performed in an accurate and timely manner.

REQUIREMENTS

Skills, Knowledge and Abilities: Ability to work independently and work well with others in a multi-functional fast paced environment and analytical knowledge.

Reasoning Ability: Able to apply principles of logical thinking to a wide range of intellectual and practical problems. Ability to deal with a variety of abstract and concrete variables. Ability to complete a variety of activities simultaneously.

Language Skills: Ability to communicate in a clear and precise style. Ability to compose standard letters with proper format, grammar, punctuation and spelling, using all parts of speech. Ability to speak with poise, voice control and confidence, using correct English with a well-modulated voice.

Physical - Body Positions - Standing and/or sitting for long periods. The position requires stooping, kneeling, bending, lifting and crouching. The physical demands are representative of those that must be met by the employee to successfully perform the essential functions of this job, up to and including use of equipment such as hand truck and pallet jack. This position requires lifting ability of 75 lbs., 20/20 eyesight (correction devices included) and substantial sustainable physical stamina.

Body Movements - Use of hands, arms, eyes and voice. Must also be able to use telecommunications. Ability to physically observe operations, listen and actively participate in communicating effectively with employees, customers and public.

Mental - Requires analytical and statistical knowledge using general business mathematical skills. Ability includes reading, writing, spelling, and the ability to communicate clearly on technical and business topics in the English language.

Working conditions – The work is normally performed in the following areas: office environment, indoor and outdoor retail store environment, barn and storage areas through a variety of seasonal climate changes. The work requires driving.

MEASUREMENTS OF PERFORMANCE

All assigned duties are discharged diligently and in a timely manner.

Recognizes the need to fulfill other obligations not directly assigned and properly assumes and fulfills those duties.

I have reviewed and understand the Task Sheet and believe it to be accurate and complete. I understand that Mary Sattler, Julie Ruf or David Ruf have the right to change and modify this Job Description, at any time, and that I will be allowed to review the document and be asked to re-sign before it becomes a part of my personnel records.

Courtesy Clerk

Date

Supervisor

Date

