Job Description – Orchid Salesperson

Job Purpose

The Eric Young Orchid Foundation is looking for an Orchid Salesperson. This person will be a professional salesperson responsible for carrying out all tasks related to orchid plant sales at the Foundation. These will include inventorying saleable plants, creating sales lists, taking orders, applying for paperwork, pulling plants, bare-rooting plants, packing, shipping, and taking payments. The salesperson will attend approximately 10 international orchids shows per year at which they will sell plants and deliver pre-orders, and so will have not only remote, but also in-person client interactions. They will be hard working, organised, efficient, people-oriented, and congenial. They will work with the entire Foundation Team, as their role will require communication between all aspects of the Foundation. They will report directly to the Curator.

Main Responsibilities

- Sell orchids via remote sales, show sales, and in-person sales
- Meet annual sales goals mutually established with the Curator
- Inventory greenhouse crops to determine availability for sales
- Create sales lists and distribute to clients
- Maintain and develop relationships with clients, identifying opportunities for repeat business and customer retention
- Take orders, communicate with clients regarding their orders, help guide clients towards the right orchids for their conditions
- Apply for necessary transit documents for moving orchids around the world, including CITES, Phytosanitary Certificates, Import and Export Permits, Customs Declarations, and so on
- Generate invoices, Plant Passport numbers, and other necessary documentation for shipments
- Pull plants from the greenhouses for orders, maintaining consistent sizing and quality, and ensuring that pulled plants meet Foundation standards
- Prepare plants for shipping, including cleaning, bare-rooting (when necessary), and wrapping
- Pack plants for shipping and ship plants, ensuring all necessary labelling and paperwork is correctly affixed to the packaging
- Take payments remotely and in-person, via cash, credit card machine, and email invoicing
- Prepare budgetary sales reports and accountability documents
- Travel to and attend approximately 10 international orchid shows each year, as the primary staff person responsible for sales at those shows
- Deliver or ship preorders upon arrival at shows, and affect in-person sales at shows
- Assist with orchid show display preparation, installation, teardown, and staffing as required

- Assist in developing sales and marketing initiatives to ensure sustained orchid sales
- Develop a knowledge base of the Foundation's orchid hybridisation programmes to understand the qualities of the products and communicate about them effectively
- Learn orchid nomenclature and labelling practices to ensure the correct plants are pulled for orders
- Work on team projects as needed and requested and undertake any other duties reasonably required that are consistent with the nature and level of the post
- Interact with guests in a polite and professional manner, resolving questions or concerns amicably, quickly, and effectively
- Utilize standard computer applications effectively, such as email, word processing programs, computing applications, and presentation programs

Qualifications, Skills, and Experience Required

- GCSE English and Maths and completed A Levels Required (i.e. Proficiency in Literacy and Numeracy)
- Will be an experienced salesperson, ideally with education in business, sales, marketing, or a similar field
- Professional sales training or certifications are advantageous
- Experience meeting or exceeding sales targets and performance objectives
- Demonstrated ability to understand sales margins, pricing, budgeting, and revenue targets
- Must be willing and able to travel internationally for days, and occasionally weeks at a time, including long flights and large time changes
- Will have horticultural interests, ideally including orchids
- Excellent interpersonal skills are required, as a large portion of this role requires intuitive and tactful interactions with others
- Will be able to work well with others, and receive and follow directions from their manager
- Will be willing and able to communicate with others whose primary language is not English, and willing to work carefully and thoughtfully with foreign government agents regarding legal paperwork and plant processing
- Ability to resolve shipping, customs, documentation, and customer service issues under time pressure
- High level organisational skills, and the ability to organise not only oneself, but also multiple complex schedules and numerous tasks simultaneously
- Familiarity with modern technological machinery, such as printers, scanners, computers, telephones, iPads, and similar tools
- A valid Jersey driver's license is required (or must be willing to obtain one), along with a willingness to drive a work vehicle regularly
- Will be able to use technology appropriately and effectively, and be familiar with key programs (Microsoft Suite, Sharepoint, Hortis)
- Will be able to share information about orchids effectively with others in a clear and consistent manner

- Must be able to maintain confidentiality and protect the privacy of sensitive information
- Willing to work irregular hours/days, including weekends, while at orchid shows
- Willing to work special events which require occasional weekend work and evening availability
- Will be capable of performing physical work including standing for prolonged periods, frequent walking in greenhouse environments, lifting and carrying boxes of plants, and assisting with exhibition setup and dismantling
- Will adhere to all EYOF safety policies and procedures
- Will support the goals and initiatives of EYOF
- Will be able to lift 23kg