



MIDWEST GROUNDCOVERS LLC

P.O. BOX 748 • ST. CHARLES, IL 60174 • 847-742-1790 • FAX 847-742-2655

Nurseries Located in St. Charles & Virgil, Illinois and Glenn, Michigan

About the company:

Growing and propagating over 20 million of the finest wholesale plants in the Midwest. Although Groundcovers are our specialty, Midwest Groundcovers' plant offerings include Evergreens and Broadleaves, Deciduous Shrubs, Perennials, Ornamental Grasses, Vines and Native Prairie, Wetland and Woodland species. We are leaders in the Green Industry in partnering with landscape architects, landscape designers, green roof and plant professionals to create inspiring planting combination solutions. Experts in plants for Midwestern durability and sustainability for over five decades. We are a Wholesale Grower, not open to the public.



Where to Apply: www.midwestgroundcovers.com/about-us/careers/intern-programs/

Objective / Accountability:

To provide our intern with comprehensive knowledge related to marketing and horticulture allowing them to make informed decisions about their future studies or employment. To develop skills that are transferable across all professional work environments. To support the Marketing Department by providing value-added service and while reaching personal and professional goals in the process. The program will vary depending on the interest and skill of the intern and the needs of the company. Generally, the intern will focus a majority of time in one or two departments, with work opportunities in other departments later in the season and during the intern program.

Function / Corresponding Tasks:

Understand and Communicate Effectively on Specific Systems and Policies

- Maintain basic Ross & SharePoint skills as they apply to Sales.
- Thoroughly understand Inside Sales daily operations.
- Answer customer questions about their accounts, quotes, orders or plants; develop customer relationships.
- Understand shipping and credit policies; know when to involve department managers in credit decision-making process.

Responsible for Inside Sales Operations

- Enter quotes and orders for Midwest Groundcovers customers via MGSales & phone calls.
- Answer customer questions by phone or via email about their accounts, quotes, orders or plants; develop customer relationships.
- Understand, apply, and effectively communicate the company's customer service policies.
- Active promotional selling of targeted products, product lines and promotional focus items.
- Customer coordination in order maintenance such as the will call order maintenance or contacting customers with outdated pulled orders.

Plants and Inventory

- Provide accurate inventory information to customers in order to actively sell plants to achieve sales goals.
- Understand inventory and how to read it properly.
- Take regularly scheduled nursery walks.
- Work with quality assurance department to ensure the highest quality plants and resolve QA Issues.

Projects

PROPAGATORS AND GROWERS OF GROUNDCOVERS, PERENNIALS, SHRUBS, EVERGREENS AND NATIVES



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- Learn about the business history & culture.
- Acquire new skills through challenging and meaningful activities, such as specified intern projects determined at the start of the internship.
- Responsible for determining and achieving individual goals and working toward personal and professional growth, while supporting the department, company and industry.
- Work with St. Charles intern team to create a presentation regarding time at Midwest Groundcovers.

Teamwork/Communication

- Work one day a week in either UPICK, the Wholesale Office/Check-In Kiosk, or the Order Fulfillment area.
- Cross train with other departments; support and help other areas as necessary.
- Develop strong networking/mentoring relationships.
- Make at least three industry connections.

Required Skills:

- Strong sales and customer service skills.
- Ability to communicate effectively, accurately, and concisely both orally and in writing.
- Excellent organizational and problem solving skills.
- Strong commitment to customer service and teamwork.
- Strong competency in Microsoft Word, Excel, Outlook and Internet Explorer.
- Positive, action oriented attitude towards problems solving and satisfying customer needs.
- Ability to output high volume of work accurately with attention to detail.
- Ability to multi-task, work in a fast paced environment and meet deadlines.