



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:

Act as a support to the UPICK Team:

- Provide excellent customer service to all customers and develop customer relationships.
 - Answer customer questions about plants, yard layout, customer accounts, etc.
 - Assist with processing customer orders, loading vehicles, etc.
 - Address any customer complaints in a tactful and prompt manner; inform supervisor
 - Communicate any customer plant requests or compliments to supervisor
 - Understand, apply and effectively communicate company customer service policies
- Actively sell UPICK inventories - both MG & MT - and offer samples per company policy.
- Develop basic Ross, Moneris and SharePoint skills as they apply to Sales.
 - Become proficient in order entry and charge card system
 - Understand how to read UPICK Inventory
 - Process orders and collect payment in the UPICK Yard
 - Assist with opening and closing process and follow all cash handling procedures
- Assist in maintaining quality plants by applying proper cultural care in the UPICK Yard.
 - Watering/irrigation
 - Weeding and re-burlapping B&B trees/shrubs
 - Deadheading/pruning
 - Other basic horticultural practices
 - Removing dead/declining plants and following "Loss" procedures
- Assist in stocking the UPICK Yard and keeping yard clean and organized.
 - Confirm counts on transfer orders

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



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- Unload/label plants as they arrive on transfers; use tree loader to unload B&B material
- Space pots to allow for plant growth, customer access and organized appearance
- Arrange CC carts so they are accessible and attractive
- Post/update signage as needed
- Ensure that cages/carts are removed from UPICK promptly
- Clean up trash, recycle containers etc.
- Assist in the coordination and production of in-house events targeted at UPICK customers.
- Assist in other departments with tasks as needed
 - Assist Order Holding with loading wholesale customer vehicles

Required Skills:

- Strong sales and customer service skills
- Ability to work outside in the seasonal elements for the majority of the workday
- Ability to lift 25 lbs
- Strong commitment to customer service and teamwork
- Excellent problem solving skills with a positive, action oriented attitude
- Strong organizational skills with attention to follow up
- Strong written and verbal skills; some Spanish is desired
- Strong computer skills