

Hello there!

We're excited that you're interested in joining our team! Let us first start by introducing ourselves to see if this is the right fit for you.

Here's a little bit of information about our company...

Stevens and Son Wholesale Florist prides itself on offering the floral industry a full line of quality wholesale fresh cut flowers, fillers, greens and floral supplies since 1966. We primarily service the Denver metro area, all of Colorado, Wyoming, Nebraska, and Kansas markets. We service all of the United States.

Stevens and Son has become the premier supplier of fresh cut flowers for the area's best known wedding and event designers. We fulfill more wedding and event orders than any other wholesale florist in the Denver area!

We are the largest grower of Asiatic and Oriental Lilies in the Rocky Mountain region. We grow over 20 varieties of Asiatic Lilies and 10 varieties of Oriental Lilies. We also grow Alstroemeria, Dahlias, Freesia, Iris, Snapdragons, Sunflowers, Tulips, Anemone, Ranunculus, and other seasonal flowers in our 100,000 square foot greenhouse located in Arvada, Colorado.

Positions we are currently hiring for...

- CUSTOMER SERVICE REPRESENTATIVE

General Purpose

Interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.

Main Job Tasks and Responsibilities

- Deal directly with customers either by telephone, electronically or face to face
- Respond promptly to customer inquiries
- Handle and resolve customer complaints
- Obtain and evaluate all relevant information to handle product and service inquiries
- Provide pricing and delivery information
- Perform customer verifications
- Set up new customer accounts
- Process orders, forms, applications and requests
- Organize workflow to meet customer timeframes
- Direct requests and unresolved issues to the designated resource
- Keep records of customer interactions and transactions
- Record details of inquiries, comments and complaints
- Record details of actions taken
- Prepare and distribute customer activity reports

- Maintain customer databases
- Manage administration
- Communicate and coordinate with internal departments
- Follow up on customer interactions
- Provide feedback on the efficiency of the customer service process
- Perform other duties as assigned
- Regular, dependable attendance and punctuality
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Education and Experience

- High school diploma, general education degree or equivalent
- Knowledge of customer service principles and practices
- Knowledge of relevant computer applications
- Ability to type
- Knowledge of administrative procedures
- Numeric, oral and written language applications
- Knowledge of product
- Bilingual a plus
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Key Competencies

- Interpersonal skills
- Communication skills - verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Data collection and ordering
- Customer service orientation
- Adaptability
- Initiative
- Stress tolerance

- SELECTOR

General Purpose

Your individual responsibilities are to help our sales representatives select orders by gathering products (flowers, greens, plants, hard goods, etc.) that are written down on the order forms and placing them nicely on the cart.

Main Job Tasks and Responsibilities

A Warehouse Selector performs some or all of the following duties:

- Select merchandise for shipment and stack on cart neatly
- Correctly label product so that label can be seen on the outside of the cart
- Use an order sheet to find out individual items inside warehouse
- Recognize each cart by route number and batch number
- Verify quantity of the products for each order
- Make sure the product is beautiful and looking its best (We only select and give the best to our customers)
- Ensure items pick accurately and safely to prevent damage
- Inform administrator of any difference in quantity or product description
- Maintain a sanitary and safe work environment
- Keep work area tidy by picking up after yourself
- Perform other duties as assigned
- Regular, dependable attendance and punctuality

Education and Experience

- High school diploma, general education degree or equivalent
- Knowledge of customer service principles and practices
- Preferred knowledge of a large variety of flowers, plants, greens, tropicals, etc.

Key Competencies

- Interpersonal skills
- Communication skills - verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Customer service orientation
- Adaptability
- Initiative
- Stress tolerance
- Ability to lift 20-50 lbs

- RECEIVER/PROCESSER

General Purpose

Your individual responsibilities may include processing product in a timely manner, stocking product in coolers for placement, and reserving incoming products for pre-booked orders. Ensuring floor readiness by store opening: filling or emptying buckets, keeping the selling coolers stocked with product, and organizing the coolers and stock areas. May also assist with clearing out reserved buckets, recover the selling floor by stocking product, and preparing merchandise to sell for customers.

Main Job Tasks and Responsibilities

- Unload and unpack new merchandise shipments, and prepare them for the selling floor by examining and sorting out the good product from the bad, rubber band and sleeve product.
- Deliver new merchandise to the appropriate sections for placement in the coolers or stock areas.
- Organize and maintain merchandise in coolers, and fill in the product in the coolers as needed.
- Learn Stevens and Son's systems and procedures to enhance selling efficiencies and complete support duties.
- Collect damaged merchandise from designated areas and accurately complete required paperwork and disposal of product
- Provide support for major sales events
- Participate as needed in cooler recovery, sweeping/cleaning floors, picking up unused/old flower buckets and restocking the coolers
- Perform other duties as assigned
- Regular, dependable attendance and punctuality

Education and Experience

- High school diploma, general education degree or equivalent
- Knowledge of customer service principles and practices

- Preferred knowledge of a large variety of Flowers, Plants, Greens, Tropicals, Hard Goods, etc.
- Bilingual a plus

Key Competencies

- Interpersonal skills
- Communication skills - verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Customer service orientation
- Adaptability
- Initiative
- Stress tolerance
- Able to use a pallet jack
- Ability to lift 20-50 lbs.

- ACCOUNTANT

General Purpose

Provides financial information to management by researching and analyzing accounting data; preparing reports.

Main Job Tasks and Responsibilities

- Prepares asset, liability, and capital account entries by compiling and analyzing account information.
- Documents financial transactions by entering account information.
- Recommends financial actions by analyzing accounting options.
- Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports.
- Substantiates financial transactions by auditing documents.
- Maintains accounting controls by preparing and recommending policies and procedures.
- Guides accounting clerical staff by coordinating activities and answering questions.
- Reconciles financial discrepancies by collecting and analyzing account information.
- Secures financial information by completing data base backups.
- Maintains financial security by following internal controls.
- Prepares payments by verifying documentation, and requesting disbursements.
- Answers accounting procedure questions by researching and interpreting accounting policy and regulations.
- Complies with federal, state, and local financial legal requirements by studying existing and new legislation, enforcing adherence to requirements, and advising management on needed actions.
- Prepares special financial reports by collecting, analyzing, and summarizing account information and trends.

- Maintains customer confidence and protects operations by keeping financial information confidential.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Accomplishes the result by performing the duty.
- Contributes to team effort by accomplishing related results as needed.

Education and Experience

- Accounting
- Corporate Finance
- Reporting Skills
- Attention to Detail
- Deadline-Oriented
- Reporting Research Results
- SFAS Rules
- Confidentiality
- Time Management
- Data Entry Management
- General Math Skills

Key Competencies

- Interpersonal skills
- Communication skills - verbal and written
- Listening skills
- Problem analysis and problem-solving
- Attention to detail and accuracy
- Customer service orientation
- Adaptability
- Initiative
- Stress tolerance

- DELIVERY DRIVERS

General Purpose

We are looking for a responsible delivery driver to distribute products promptly to our customers. You will represent our company in a professional and cost effective manner aiming at increasing profitability and customer satisfaction.

Main Job Tasks and Responsibilities

- Deliver a wide variety of items to different addresses and through different routes
- Follow route and time schedule
- Load, unload, prepare, inspect and operate delivery vehicle
- Ask for feedback on provided services and resolve clients' complaints
- Collect payments
- Inform on new products and services
- Complete logs and reports
- Follow DOT regulations and safety standards

- Proven working experience as a delivery driver
- Valid professional driver's license
- Ability to operate forklifts and tractors in a variety of weather and traffic conditions
- Excellent organizational and time management skills
- Good driving record with no traffic violations
- High school degree

If you have read over our open job listings and are interested in one of the positions please email us at sales@stevensandson.com with a cover letter and resume. Thank you for your interest. We hope to hear from you soon!

Sincerely,
Stevens and Son

