



Job Title: Growing Dome Adviser

Location: Pagosa Springs, Colorado (On-site Only)

Classification: Full-Time, Non-Exempt (Hourly)

Compensation: Starting at \$20/hour + Health Stipend (\$462/month) + 401(k) + PTO + Team Profit Sharing Bonus

Overview

The Growing Dome Adviser serves as the primary point of contact for individuals and organizations exploring whether a Growing Dome is the right solution for their goals. This is not a traditional sales position; rather, it is an advisory role centered on education, active listening, and guiding potential customers toward the choice that truly best fits their needs- regardless of whether that results in a sale.

Our diverse customer base includes gardeners, families, schools, nonprofits, wellness centers, and more. These customers are driven by vision and values, and our responsibility is to engage with them thoughtfully, providing clarity and care throughout their decision-making process.

This position is ideal for someone who is naturally curious, compassionate, well-organized, and enjoys helping others make informed, thoughtful decisions. If you are seeking a high-pressure sales role focused on hustling leads and closing deals, this is not the right fit.

What You'll Do

- **Guide inbound inquiries** via phone, email, web forms, and in person, using a consultative and values-driven approach.
- **Conduct engaging tours** of our on-site show domes for prospective buyers and customers, providing firsthand insights into dome features, site preparation and selection, and best practices.
- **Respond promptly** to every new lead within 24 business hours.
- **Manage lead information** in our CRM (Zoho): update lead status, log conversations, track key details, and maintain accurate records.
- **Utilize QuickBooks** to generate quotes, create invoices, and process payments.
- **Serve as a trusted resource** by helping customers understand what our domes are, how they work, and when they are- or aren't- a good fit.
- **Support positive outcomes** beyond sales, including referrals, downsells, or nurturing future interest, as well as handling general customer service inquiries.
- **Document and report** frequently asked questions and common barriers to purchase to inform marketing and product improvements.
- **Collaborate cross-functionally** with marketing (lead quality), production (timeline and order accuracy), and installation coordinator (handoff for success).
- **Support events and educational initiatives**, such as webinars, local showcases, and occasional travel to partner events.
- **(Optional but encouraged):** Proactively develop outreach to aligned organizations (e.g., nurseries, wineries, community gardens, educators).

What You'll Bring

- 2+ years of experience in sales, customer service, or marketing roles.
- Excellent written and verbal communication skills, with a professional and friendly telephone presence.
- Familiarity with CRM systems, preferably Zoho.
- Basic math skills for preparing quotes and processing payments.
- Interest or experience in gardening, sustainability, education, or small-scale agriculture.
- Patience, integrity, and clarity when guiding customers through significant purchasing decisions.

How We Measure Success

- Clear, responsive communication with prospective customers across all channels.
- Consistent CRM management and timely follow-up with leads.
- Demonstrated customer trust, with evidence that customers feel guided and supported, not pressured or “sold”.
- Positive, collaborative relationships with team members across departments.
- Active participation in feedback loops to continually improve our communication and the value we deliver.
- Recognition of successful outcomes beyond sales, such as well-served non-sales, aligned referrals, or right-sized product recommendations.

Other Incentives

- In addition to base compensation, all employees are eligible for a **Team Profit Sharing Bonus** distributed annually based on overall business performance and paid in early December.
- Enjoy (almost) all-you-can-eat veggies - fresh from the on-site greenhouses.

Work Environment

- This is a **fully in-person role** based at our headquarters in Pagosa Springs, CO.
- Standard office hours are **8:00 AM to 4:00 PM**, Monday through Friday. While we do have an early shift covered, we prefer this role to maintain a regular 8:00 AM–4:00 PM or 9:00 AM–4:00 PM schedule.
- The work is primarily performed indoors in an office setting, with an adjustable standing desk and computer provided.
- Our office atmosphere is collaborative, with direct access to production and greenhouse teams. Please note that some noise from production may be audible.
- Occasional weekends hours may be required for public-facing events, site-based activities, or scheduled tours.
- Occasional travel (1–3 times per year) may be needed aligned marketing or outreach efforts.

Physical Requirements

- Occasionally position, transport, and/or move up to 5 pounds.
- Ability to walk moderate distances on gravel, dirt, or grassy terrain between office buildings and Growing Domes.
- Capability to climb stairs and navigate uneven ground when giving in-person dome tours.
- Comfort working indoors at a desk and computer for extended periods, while also transitioning into outdoor conditions during customer visits.
- Willingness to give dome tours in variable weather conditions including sun, rain, snow, and heat.
- While accommodations will be made wherever possible, please note that certain areas of the facility- such as dome entrances or outdoor paths- may not be fully accessible to wheelchairs or mobility devices.

Onboarding & Growth

- **Week 1:** Focus on mechanical onboarding and systems training to familiarize you with our processes and tools.
- **Weeks 2-4:** Shadow a current adviser to learn our tone, tools, and customer-centered approach, with a gradual introduction to handling inquiries and making calls.
- **Hands-on Learning:** If physically able, spend 1-2 hours per week during your first month assisting our gardeners and learning directly from their experience and needs.
- **Leadership Potential:** This role offers meaningful opportunities for growth, including the potential to move into a leadership position over time.

If you believe a sale is only truly successful when the customer's needs and values are fully aligned, we'd love to hear from you.