



POSITION DESCRIPTION

POSITION TITLE: Garden Center Team Member
STATUS: Seasonal, Hours Vary Seasonally
CLASSIFICATION: NON-Exempt, Hourly
REPORTS TO: Garden Center Manager

PURPOSE: The Garden Center Team Member is responsible for customers. Shares in the vision to create edible gardens, pollinator-friendly habitat and embraces sustainable gardening practices.

ESSENTIAL JOB FUNCTIONS:

% OF TIME	RESPONSIBILITIES
20%	<p>Customer Service</p> <ul style="list-style-type: none"> • Make customers feel welcome by warmly greeting them as soon as they enter the store and or garden center. Immediately acknowledge all customers that are in line of site. Stop performing tasks to assist customers as needed. • Assist customers with questions and make recommendations based off customers' needs and personal knowledge of plants, services and other offerings provided at Growhaus. • Personally escort customers to the desired items whenever possible. • Advise customers on what plants to buy for their landscape conditions and preferences. Recommend additional items that will help the plants remain healthy and thrive. Provide general care instructions. • Handle cash transactions with customers • Scan goods and collect payments • Issue receipts, refunds, change or tickets • Bag, box or wrap packages • Pleasantly deal with customers to ensure satisfaction
60%	<p>Plant Care and Maintenance</p> <ul style="list-style-type: none"> • Weeds, dead-heads, waters and fertilizes plants and planters in garden center. • Prunes – Using loppers and shears in the seasonal pruning and maintenance of small shrubs as part of the regular maintenance procedure. Possible trimming small trees using a pole pruner.
20%	<p>General</p> <ul style="list-style-type: none"> • Help maintain in stocks by stocking shelves and keeping outside plant displays filled and organized. • Support the receipt of products by helping unload trucks of plant flats, pots, bagged goods, boxed goods and other freight. Ensure product is put away in proper areas. • Assist with signing and pricing items as needed. • Maintain safe and clean working environment by complying with procedures, rules, and regulations. • Teamwork – lead by example, work as a member of the team, assist other staff as needed. • Meetings – Attend and participate in meetings as required.

PREFERRED ATTRIBUTES:

Adherence to Policy – Follows organizational policies, both formal and informal, and able to provide constructive feedback to others when they are not

Communication – Excellent interpersonal communication skills - verbal and listening

Detail Oriented – Pays attention to detail in context of big picture and performs work accurately

Flexible – Willing to help out and adjust workload quickly

Organization Skills – Ability to stay organized despite being busy with changing priorities

Positive Attitude – Displays can-do willingness, proactive initiative and flexibility

Professionalism – Handles all situations with poise, tact and diplomacy and takes pride in work

Sense of Urgency – Understand deadlines and the need to meet them consistently

REQUIRED EDUCATION & EXPERIENCE:

- Previous retail work experience
- Basic or advanced horticulture knowledge - preferred
- Basic PC knowledge and familiarity with electronic equipment (e.g. cash register, scanners, label printers, etc)
- Strong communication and time management skills
- Customer satisfaction-oriented
- Attention to detail and mathematical skills
- Sales skills
- High school degree

All job requirements are representative of minimum levels of knowledge, skills and experience required. To perform this job successfully, the worker must possess the abilities and aptitudes to perform each duty proficiently. All requirements are subject to modification to reasonably accommodate individuals with disabilities.

This document does not create an employment contract, implied or otherwise. All employees are employed "at will." Heidi's Lifestyle Gardens retains the right, at its sole discretion, to add or change the duties of this job at any time.