



# POSITION DESCRIPTION

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

**PURPOSE:** The Garden Center Yard 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:

<b>% OF TIME</b>	<b>RESPONSIBILITIES</b>
20%	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Make customers feel welcome by warmly greeting them. Immediately acknowledge all customers that are in line of site. Stop performing tasks to assist customers as needed.</li> <li>• Assist customers with questions and make recommendations based off customers' needs and personal knowledge of plants, services and other offerings provided at Growhaus.</li> <li>• Personally escort customers to the desired items whenever possible.</li> <li>• Advise customers on what plants and or materials to buy for their landscape conditions, projects and preferences. Recommend additional items that will help the plants remain healthy and thrive. Provide general care instructions.</li> <li>• Verify that all products are paid for before quickly and efficiently loading into customers' vehicle or trailer. Ensure purchased items are secure and safely loaded for transportation to the customers' home.</li> </ul>
60%	<p><b>Plant Care and Maintenance</b></p> <ul style="list-style-type: none"> <li>• Pruning – 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.</li> </ul>
20%	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Help maintain in stocks by keeping outside landscaping bins, hardscape materials and plant displays filled and organized.</li> <li>• Support the receipt of products by helping unload trucks of plants, pots, bagged goods, boxed goods and other freight. Ensure product is put away in proper areas.</li> <li>• Assist with signing and pricing items as needed. Ensure items are accurately priced with professional and easy to read signage.</li> <li>• Maintain safe and clean working environment by complying with safety procedures, rules, and regulations. Operate only equipment trained on proper use and mechanical operations.</li> <li>• Teamwork – lead by example, work as a member of the team, and assist other staff as needed.</li> <li>• Meetings – Attend and participate in meetings as required.</li> </ul>

**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.*