

Title: Garden Centre Manger

Duties:

- ❑ Supervise & monitor the performance of other staff in carrying out their duties & to give them direction in order to improve service & efficiency.
- ❑ Assembling & receiving the daily schedule of work for the store & directing other staff to carry out their duties effectively.
- ❑ Carry out hands on training of new garden center staff & follow up with new staff to review their performance.
- ❑ Provide a leadership to other garden center staff in their day to day performance.
- ❑ To effectively deal with customer complaints & problems which are daily based on our accepted policies for returns, credit notes, & customer service.
- ❑ To promptly report any problems with employees or customers which they cannot solve, to their supervisor & enlist their help in obtaining a satisfactory outcome.
- ❑ At end of day: review the store daily schedule & sign off on all applicable activities of the day.
- ❑ At end of day: plan for the next days work including stocking up required products, reporting of shortages or problems with product to supervisor & prioritizing deliveries & other store activities.
- ❑ Carry out & complete staff schedule for work.

As well as...

- ❑ All customer service duties to provide a friendly & informative atmosphere for the customer:
- ❑ Answer product inquiries on price, availability, & product use.
- ❑ Answer technical questions on all garden center products & plant material including vegetable growing, ornamental nursery stock & house plants
- ❑ Responding to customers by phone, fax & or e-mail
- ❑ Directing customers in the proper use of pesticides, grass seed, mulches & fertilizers.
- ❑ Assisting customers in making best plant selections based on their site constraints
- ❑ Assembling product for orders (both customer & for our landscape division)
- ❑ Gathering plants, soil, fertilizers, sod, etc.
- ❑ Involves lifting up to 50 lbs.
- ❑ Involves working outside in all weather
- ❑ Assisting with delivering products
- ❑ Assembling & maintaining store product
- ❑ Determining product to be ordered & planning orders with suppliers & arranging for delivery of product
- ❑ Maintaining inventory
- ❑ Receiving & recording deliveries to store
- ❑ Pricing & sorting product received

- ❑ Arranging attractive store displays & arranging plants in yards
- ❑ Maintaining plants in retail space, including interior plants, annuals, perennials, etc.
- ❑ Assist cashiers with the cash -- record & accurately perform all cash & transaction duties
- ❑ Use an electronic cash register
- ❑ Manual charge accounts
- ❑ Process floral & Teleflora orders
- ❑ Landscape customer accounts
- ❑ Debit machine transactions
- ❑ Refund transactions
- ❑ Responsible for security of cash at end of day
- ❑ Ensuring security & safety in & around the garden center & store
- ❑ Control traffic in parking lot and access up road way
- ❑ Ensure security to in place on all buildings at end of the day
- ❑ Check temperatures & systems for production as directed
- ❑ Participate in & be responsible for all general safety aspects of the job

Skills:

- ❑ Good organizational skills
- ❑ Ability to clearly give direction & instruction to other employees
- ❑ Friendly & energetic personality who is eager to help
- ❑ Good plant knowledge is critical. Completion of either a technical or correspondence program is essential as you must be able to answer in-depth technical questions about gardening
- ❑ Must be able to operate an electronic cash register & be familiar with debit & credit machine transactions. Speed & accuracy of entry is important
- ❑ Speed of writing up material transactions important, attention to detail & all aspects of a transactions critical
- ❑ A flair for visual displays an asset
- ❑ Must be quick to learn, conscientious, remember & implement all details of a particular task while performing other duties
- ❑ Marketing Experience would be an asset as role may include the following:
 - Monitor our social media channels such as Facebook, Instagram, Twitter, LinkedIn; and/or new relevant channels to our target audience. Follow closely their metrics and recommend/implement initiatives to grow
 - Respond to customer inquiries placed on social media or escalate them with the appropriate department (Customer Service, Sales or Operations) for follow up.
 - Assist in the implementation of online campaigns in digital platforms such as Google Ads, Facebook; Instagram, Mailchimp. You will also monitor results and assist in the daily optimization of ads, landing pages and copy to ensure our goals are met
 - Write copy and assist in the development of smart and engaging content such as blog posts, images and videos to grow our digital channels, according to our content strategy and schedule.

- A genuine interest in all things digital -some experience in digital marketing would be considered a strong asset.
- Some experience in image and video editing software would also be considered an asset.

Education & Training:

- Completion of High School as well as additional post-secondary courses in Horticulture
- Previous managerial experience in a retail setting

Accountability:

- General Manager

Rate of pay:

- \$15-\$21 per hours based on experience and qualifications.