

JOB DESCRIPTION

Title: Garden Center Technician

Duties:

- All Customer service duties to provide a friendly and informative atmosphere for the customer:
 - Answering product inquiries on price, availability and product use.
 - Answering technical questions on all garden center products and plant material including vegetable growing, ornamental nursery stock and houseplants.
 - Responding to customers by phone, fax and/or e-mail
 - Directing customers in the proper use of pesticides, grass seed, mulches and fertilizers.
 - Assisting customers in making best plant selections based on their site constraints.

- Assembling product for orders:
 - Gathering plants and soil, fertilizers, sod, etc.
 - Involves lifting up to 50 lbs
 - Involves working outside in all weather
 - Assisting with delivering product

- Assembling and maintaining store product:
 - Receiving and recording deliveries to store and farm
 - Pricing and sorting product received, including plant loads, hardgoods, courier deliveries, interior plants, etc.
 - Arranging attractive store displays and arranging plants in yards.
 - Maintaining plants in retail space, including interior plants, annuals, perennials, etc.
 - Assisting in cleaning the shelves, mopping floor, cleaning washrooms, etc.

- Assist cashiers with the cash - record and accurately perform all cash and transaction duties while keeping within policy guidelines:
 - Using an electronic cash register,
 - Manual charge accounts,
 - Floral and Teleflora orders,
 - Landscape customer accounts,
 - Debit machine transactions.
 - Refund transactions.
 - Responsible for security of cash at end of day.
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- Ensuring security and safety in and around the farm and store including:
 - Control traffic in parking lot and access up road way.
 - Ensure security is in place on all buildings at end of day.
 - Check temperatures and systems for production as directed.
 - Participate in and be responsible for all general safety aspects of the job. Assisting the garden center manager to organize and complete all required duties for the day. Carry out hands on training of new garden center staff and follow up with new staff to review their performance.
- Provide a leadership role to other garden center staff in their day to day performance while adhering to policy.
- Other related duties as required.

Skills:

- Friendly and energetic personality who is eager to help customers with their gardening problems.
- Good plant knowledge is critical. Either a technical or correspondence program completed. Must be able to answer in-depth technical questions about gardening.
- Must be able to lift heavy loads and be physically fit.
- Must be able to operate an electronic cash register and be familiar with debit and credit machine transactions. Speed of entry important.
- Speed of writing up manual transactions important, attention to detail and all aspects of a transaction critical.
- A flair for the visual display an asset.
- Must be quick to learn, conscientious, remember and implement all details of a particular task while performing other duties.

Education / training:

- High school required.
- Some Post - secondary education in horticulture, plant pathology and business is an asset up to a diploma or degree in horticulture.
- Equivalent work experience in this field or a similar position with management experience of staff and good organizational skills. Good performance in a high pressure retail setting.
- Drivers license; certificates in pesticide application and garden center technician a definite asset.

Accountability: Garden center Manager