



Assistant Garden Center Manager

Reports to: Garden Center Manager

FLSA Status: Salary-Exempt

SUMMARY

The Assistant Garden Center Manager is an employee of All-n-One whose primary responsibility is to assist in managing retail sales, promotions of gardening products, business operations and daily customer service at the garden center. The primary role is to support the Garden Center Manager in the procurement, inventory, daily cash/POS system reconciliations of the retail products and sales. This leader will ensure all customers are being assisted or serviced in a timely manner and embrace “ownership thinking” to the variety of tasks required to facilitate daily duties to maintain the garden center operational at all times. This individual works closely with the Garden Center Divisional Managers of All-n-One and all other team members.

Some of the daily activities include answering the phone, running the cash registers, overseeing the retail store displays and promotional sales of gardening products. Track all inventory thru the POS system, including daily reporting of retail sales and preparing for all seasonal events held at the garden center. In this position, this individual will need to complete the variety of tasks that assist the garden center to remain a top-selling retail store where each customer leaves having a great experience. It is critical that the Assistant Garden Center Manager has the ability to manage all needs of the retail center while the Garden Center Manager is not on duty and will demonstrate the All-n-One Pledge of Excellence.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Embrace the company mission, work as hard as you can to help achieve our vision statement and live your life according to our core values
- Answer phone calls from customers, contractors and other All-n-One employees to assist in their needs
- Assist in covering all retail staffing schedules and last-minute changes due to weather/needs
- Greet customers professionally and efficiently, directing them to appropriate area or person
- Solving basic customer problems such as plant diagnosis, returns, etc. and/or direct them to the appropriate person
- Assist customers at the cash register and administer daily cash reconciliation procedures
- Report and control retail gardening product orders in alignment of budget/plan and desired inventory levels as directed by the Garden Center Manager
- Assist with marketing on events and other public relations opportunities
- Promote business image or products for sale to marketing department, including ensuring all retail merchandising of displays are according to the retail procedures
- Protect company assets thru SOPs, such as register funds, gift certificates, and loss of retail

merchandise through theft, wear, and breakage

- Positive attitude, good listening and problem-solving skills
- Great customer service skills and attention to detail
- Maintain a high level of safety at all times for employees and customers
- Be efficient while working independently and with others
- Work to become knowledgeable in ALL aspects of the business in order to promote sales of all services provided by All-n-One
- Obtain any certification(s) or Equipment License(s) that may be required
- Become a servant leader
- Perform all other duties as required and assigned

REQUIRED SKILLS

- Extremely organized and detailed oriented
- Willingness to work until the job is complete – A get it done mentality! You will be working long hours and have very high expectations
- Knowledge of Human Resource principles and practices
- Able to work in a fast-paced environment, manage time, tight schedules and deadlines
- Ability to gain respect and become part of the team that is committed to the sales teams and our customers
- Excellent analytical skills, possess thinking outside-the-box capabilities
- Desire to excel and grow the retail center along with the entire company
- Ability to forecast, budget, read financial reports and track company inventory
- Strong work ethic with the company and Sales oriented always focused on customer needs first!
- Ability to effectively communicate with all types of people from owners to hourly employees for business results
- Excellent verbal and written communication skills
- Technological skill sets to include use of Word, Excel, PowerPoint, Outlook, Customer Resource Management Systems and other software as required
- Organization of business materials; internal, customer and project files
- A friendly and outgoing personality
- Ability to review and process inventory from purchasing agreements

PROFESSIONAL QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, experience and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 3+ years working experience in retail sales and marketing of merchandise
- Working knowledge of plants or experience in horticulture is preferred
- 2+ years of experience in event planning or highly detailed projects
- Experience reading legal and financial documents is a plus
- 3+ years of customer service and/or management experience
- College degree preferred in Business Management or Horticulture

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WORKING CONDITIONS

- Work is typically performed in open air retail center, including working outdoors;
- Must be able to work in all types of weather conditions;
- Flexibility in working Retail Store Hours (7 days/week during peak season and certain holidays)

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to lift 25 pounds throughout the day and occasionally 50 pounds
- Able to push and pull carts to move product
- Able to work standing, bending, reaching, or moving for most of your work day
- Able to work in an outdoor garden center/greenhouse and in all types of weather
- Maintain a clean and safe work space
- Ability to adjust work schedule depending upon Company needs. IE: work late or extra to complete a job or catch up due to delays (weather or other delays);