

## JOB DESCRIPTION FORM

Job Title	Division/Department	Reports to
Garden Center Manager	Garden Center	Owners
Location	Job Status	Hours
Garden Center	<input type="checkbox"/> part time <input checked="" type="checkbox"/> full time	40+ Hours per week. Weekend work required.
Salary Range/Hourly Range	Shift	Supervises
Depends on experience	5 days a week. 7:30 am - 5 pm. Schedule changes as needed depending on season.	Head Salesperson, Head Maintenance person, Head Cashier
<b>Job Objective</b>		
To effectively and efficiently direct the day to day operations and activities of the retail division of the company with the goal of helping to create maximum sales and profits.		
<b>Position Activities:</b>		
30% personnel management, 25% product management, 20% financial management, 15% customer service management, 10% facility management		
<b>Position Responsibilities:</b>		
<p><u>Personnel Management:</u> 1) Employee Development: Professionally motivate, challenge and reward individuals to maximize sales, productivity, and profit. Conduct yearly employee performance evaluations. 2) Sales &amp; Service: Direct sales training in the areas of customer service, product knowledge, added value selling and company standards. 3) Hiring &amp; Firing: Coordinate all hiring, employee orientation and firing of retail team positions. 4) Scheduling: Establish, maintain and adjust as necessary daily, weekly and monthly schedules. Coordinate and monitor daily activities of all retail employees. Establish and maintain safety and security measures for the benefit of customers and staff.</p> <p><u>Product Management:</u> 1) Layout: Organize, facilitate and maintain seasonal changes of retail. 2) Receiving: Coordinate receiving of products. 3) Pricing: Maintain pricing policies for all retail products and services. 4) Signage/Labeling: Coordinate sign program for retail. 5) Merchandising: Direct merchandising needs of retail products to achieve sales results. 6) Maintenance: Coordinate plant and product maintenance programs. 7) Quality Control: Ensure that all plants and products meet or exceed quality standards. 8) Inventory Control: Guide purchasing decisions to maintain correct inventory mix and level according to goals for each individual area. 9) Advertising/ Marketing: Participate in the decision making process related to advertising and marketing during planning stage and weekly schedule according to goal.</p> <p><u>Financial Management:</u> 1) Assist in developing weekly, monthly and yearly operating budgets. 2) Sales/Profit Goals: Direct and manage retail team in order to achieve sales and profit goals. 3) Warranty: Develop, track and manage retail warranty program.</p> <p><u>Customer Service:</u> 1) Develop and maintain a customer service program designed to increase sales, nurture customer relations and set our company apart from all other retailers in the market. 2) Respond to customer service issues as the final representative of the company.</p> <p><u>Facility Management:</u> 1) Maintain property and retail surroundings. 2) Safety &amp; Security: Be aware of issues related to the health and safety of our customers and staff and take action to improve any problems.</p>		
<b>Minimum Requirements</b>		
2-3 years previous management experience. Plant knowledge required. Good communication skills, multitasking skills & organizational skills needed.		

I have reviewed this job description and understand what is required of me as an employee.

\_\_\_\_\_  
Employee Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager/Owner Signature

\_\_\_\_\_  
Date