

Gardenshop Team Member

Reports to: Retail Manager and Buyer, Seasonal Assistant Manager

FLSA: Hourly non-exempt

Summary: Gardenshop team members support the mission through exceptional services to our guests, learning and sharing the stories of our makers. Gardenshop is a bustling place in the summer; team members walk as much as seven miles a day!

Essential Functions: *(This job requires the performance of the following tasks, with or without accommodation. Incumbents may be regularly or occasionally required to assume additional responsibilities or perform additional tasks.)*

- Opening and closing the shop using cash management and stock procedures as outlined in manual and training sessions.
- Learning the stories of our goods and their makers and sharing those stories with our guests to enrich their experience of the Gardens and thus drive sales.
- Greeting and providing excellent customer service to all visitors, members, employees, and volunteers who visit Gardenshop (as outlined in our Quality Standards).
- Operating the POS system accurately and efficiently.
- Restocking merchandise in a timely fashion throughout the day.
- Bringing any questions or issues to the attention of management in a timely and appropriate manner.
- Keeping the shop neat and tidy each day.
- Sharing customer feedback with management.
- Receiving and tagging merchandise as needed and stocking or storing back stock properly.
- Maintaining organization in shop, at cash wrap, and in storage areas.

Qualifications:

- Excellent customer service and ability to work in a busy, dynamic setting are a must.
- Register, sales, and stock duties required (training provided).
- Some experience with point-of-sale technology preferred.

Work schedule: Varied with some weekend hours; most schedules are 3-4 days/week

Physical and environmental factors:

- Stand 8-8.5 hours/day
- Bending /stooping/reaching to retrieve stock – some above shoulder height with use of a stepstool.
- Ability to lift/carry 20 lbs.

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this job description is intended to be an accurate reflection of the current job, the company reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances dictate (such as emergencies, changes in personnel, work load, rush jobs, or technological developments).

To apply: send cover letter and resume to Nan Tishbein, ntishbein@mainegardens.org

Updated 3/25/2021