

## Gardenshop Team Member

**Reports to:** Gardenshop Manager

**FLSA:** Hourly, non-exempt

**Pay Grade:** B

### Summary

The mission of Coastal Maine Botanical Gardens is to inspire meaningful connections among people, plants, and nature through horticulture, education and research. We do this work together in a community dedicated to being inclusive, diverse, equitable, and accessible and where every member is valued, respected, and appreciated.

This position supports the mission by extending our reach beyond the physical bounds of the campus and into the larger world, providing guests with rich interactions and transformational retail experiences by articulating messages from our horticultural, educational and plant science initiatives, using our collection of ethically sourced and sustainably produced goods as a vehicle. Gardenshop Team Members work to answer questions and share stories, collect payment and wrap goods, and keep the shop stocked and appealing. They are often a guest's longest and final interaction here and so have tremendous opportunity to enrich a visit while generating meaningful financial support for the Gardens and our community.

**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.)*

- Become an exceptional storyteller, interpreter, educator, and salesperson, translating our goods and the stories of their makers to guests in ways which illuminate and strengthen our mission.
- Meet sales goals by working in a collaborative group dedicated to understanding what our guests seek and helping them discover it in Gardenshop.
- Maintain the shop to the high standards of CMBG visually and environmentally, providing an excellent guest experience while keeping the floor properly stocked and working to prevent loss.
- Communicate information among the Gardenshop team and between Gardenshop and the Gardens as a whole, channeling information in all directions, including guest feedback to the buying and management team.
- Support a culture that welcomes all people to the Gardens to create meaningful experiences with the natural world and the people around them.
- Continually update knowledge and understanding of CMBG, including the Gardens' layout and its range of offerings, in order to provide guests accurate information and helpful assistance.
- Participate in Gardens-wide initiatives including Gardens Aglow assignments.

## **Qualifications**

- Two years of employment or life experience working in a team of people engaged in guest service; retail experience a bonus.
- The ability to learn new technology; some experience with POS systems helpful.
- Flexibility, with excellent communication skills which support and uplift our fast-paced and stimulating work environment.
- Comfort interacting with guests, volunteers, staff, board members, and the community, striving to exceed guest expectations and creating an exceptional experience for those visiting the Gardens.
- Commitment to working across the organization to support the integration of IDEA (Inclusion, Diversity, Equity, and Accessibility) principles into CMBG's internal operations and its relationships with visitors and guests.

## **Work Schedule**

This is a part-time, seasonal position with a schedule of 16 to 32 hours a week, including one weekend day. Additional time may be needed outside these hours, especially during Gardens Aglow, which requires additional flexibility.

## **Physical and Environmental Factors**

This is an active job on a large campus requiring up to eight hours of standing, walking, kneeling, squatting, bending and reaching up. Some lifting and carrying up to 20 pounds and the occasional use of a stepstool to retrieve stock may be necessary. This job requires standard visual acuity and the ability to operate a POS system and a PC with or without accommodation.

*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).*