

Retail Plant Associate- Garden Shop

Tower Hill Botanic Garden, PO Box 598, Boylston MA 01505 508-869-6111

Direct Manager:	Judy Coughlin		
Department/Group:	Garden Shop	Job Category:	Non-Exempt Permanent Part-time
Location:	Boylston, MA	Travel Required:	No
Salary or Rate Range:	\$15.00 per hour	Contact	Please submit resume and letter of interest to: resumes@towerhillbg.org
Date posted:	3/8/19	Posting Expires:	3/25/19

Tower Hill Botanic Garden's mission is to inspire the use and appreciation of horticulture to improve lives, enrich communities and strengthen commitment to the natural world. Our core values are Learning, Stewardship, Sustainability, Inclusivity, Joy and Excellence.

The Retail Plant Associate reports directly to the Garden Shop Manager and works with a team of associates to provide our guests with garden and botanically-based products that will serve to enhance their interest and appreciation of the natural world, as well as their visit to Tower Hill Botanic Garden. The Ideal candidate will possess an active interest in gardening, public gardens and strong retail sales experience in a small, customer-focused environment. The Retail Plant Associate will have a passion for plants, knowledge of their care and habits, as well as the ability to educate guests. The Retail Plant Associate will be required, but not limited to, water, care, maintain and create enticing plant sales area within the Garden Shop. Additionally, the Retail Plant Associate will be an active member of the Garden Shop team and willingly provide customer service for all aspects of the Garden Shop.

Responsibilities

The Retail Plant Associate –Garden Shop is responsible for:

- Plant sales, care and knowledge; Future potential to place plant orders
- Outstanding plant displays that will be in coordination with the seasons and Tower Hill special events
- Providing very high level of customer service to create a memorable guest experience on the floor and at the registers
- Utilizing excellent sales skill while assisting guests
- Familiarity with THBG Membership Levels and benefits
- Knowledge of THBG attractions and events.
- Opening and closing the Garden Shop, including the registers
- Accurately processing cash, check, and credit card transactions
- Keeping the Garden Shop displays clean and stocked, dust-free and appealing
- Pricing merchandise and completing necessary paperwork
- Maintaining stockrooms in an organized manner and eliminate any potential hazards

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- Participating in annual physical inventory preparation and count

Schedule

The Garden Shop Associate position is position is part-time, year-round, hourly, and non-exempt from overtime. The position has a basic schedule of 2 weekdays and every other weekend - an average of 20 hours per week. Additionally, the Garden Shop is staffed any time that the gardens are open to the public; therefore days and hours change seasonally.

Education and Experience

- A background in horticulture or design
- High school diploma or equivalent.
- Minimum of three year's customer service and retail plant display experience required.
- Friendly outgoing demeanor with excellent communications skills.
- Ability to work in a fast- paced, busy environment.
- Computer literate. Previous experience with NCR Counterpoint a plus.

Physical Demands / Working Conditions:

- Must be able to lift 25 pounds
 - Must be able to bend, squat, kneel, stand, and walk for extended periods of time.
- Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.*

How to Apply

- Send a cover letter and resume to resumes@towerhillbg.org
- No phone calls, please.