Retail Associate- Garden Shop

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

<table>
<thead>
<tr>
<th>Direct Manager:</th>
<th>Judy Coughlin</th>
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<tbody>
<tr>
<td>Department/Group:</td>
<td>Garden Shop</td>
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<tr>
<td>Job Category:</td>
<td>Non-Exempt</td>
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<td></td>
<td>Part-time</td>
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<tr>
<td>Location:</td>
<td>Boylston, MA</td>
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<tr>
<td>Travel Required:</td>
<td>No</td>
</tr>
<tr>
<td>Salary or Rate Range:</td>
<td>$17.00 per hour</td>
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<tr>
<td>Contact:</td>
<td><a href="https://towerhillbg.isolvedhire.com/jobs/">https://towerhillbg.isolvedhire.com/jobs/</a></td>
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<tr>
<td>Date posted:</td>
<td>Posting Expires</td>
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Tower Hill Botanic Garden believes diversity in nature promotes a healthy, vigorous garden. We believe that diversity among our staff promotes a healthy work environment and a vigorous organization. We recruit, employ, train, compensate and promote regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law. We believe in diversity of race, gender identity, sexual orientation, religion, ethnicity, national origin, ability, and all the other traits that make us unique. Tower Hill is an equal opportunity employer.

Position Description
The Retail Associate reports directly to the Garden Shop Manager and works with a team of associates to provide our guests with garden and botanical-based products that will serve increase their interest and appreciation of the natural world, as complement their visit to Tower Hill Botanic Garden. The Ideal candidate will possess strong retail sales experience in a small, customer-focused environment.

Responsibilities

- Provide an inclusive welcome for all guests as they enter the Garden Shop
- Create a memorable guest experience
- Utilize professional and polished sales skills while assisting guests
- Basic knowledge of houseplant identification, sales and care preferred, or willingness to learn.
- Demonstrated familiarity with Tower Hill Membership Levels and benefits
- Demonstrated knowledge of Tower Hill attractions and events.
- Accurate processing of cash, check, and credit card transactions
- Keep the Garden Shop displays clean, stocked, dust-free and appealing
- Price merchandise and complete necessary paperwork
- Maintain stockrooms in an organized and safe manner
- Other duties as assigned
Retail Associate- Garden Shop

Schedule

This is an hourly part-time position which will include Saturday/Sunday every other weekend. The exact days and shifts will be determined by the manager in conjunction with the candidate and current staff. The Garden Shop is staffed any time that the gardens are open to the public. The position has a flexible schedule that will include evenings during certain events such as Night Lights in winter and Thursdays in the summer.

Qualifications

- High school diploma or equivalent.
- Minimum of three years’ sales or customer service experience in a similar niche retail environment.
- Friendly outgoing demeanor with excellent communications skills.
- Ability to work in a fast-paced environment.

Work Environment

- Must be able to bend, squat, kneel, stand, and walk as required.
- Ability to lift 25lbs.
- Ability to use Outlook, Word, Teams and point-of-sale software and hardware. Previous experience with Versai a plus.
- Able to use phone and radio communications.
- Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.

Safety

- Works with an awareness of surroundings and vigilant to any possible threat to the safety of visitors, volunteers, and staff or to their property. Ensures all concerns are reported promptly.
- Reports all accidents and injuries immediately to the Garden Shop Manager, Manager on Duty and/or Chief Financial & Operations Officer, or designee.
- Complies with provisions of the current Employee Handbook, all published personnel policies, and the requirements of the job description.

In addition to being an Equal Opportunity Employer, Tower Hill Botanic Garden fosters an inclusive workplace that values each member of our team. We aspire to reflect and serve our visitors as well as the communities of Worcester County, Massachusetts, and New England.

All Tower Hill employees must be fully vaccinated including a booster shot (verification required) or be approved by Tower Hill as exempt for medical or religious reasons. A booster is required 5 months after 2nd Moderna or Pfizer Vaccine or 90 days after Johnson and Johnson vaccine. Additional boosters may be required as recommended by the CDC.

Rev 6.3.2022