

## Seasonal Retail Associate- Garden Shop

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

<b>Direct Manager:</b>	Judy Coughlin		
<b>Department/Group:</b>	Garden Shop	<b>Job Category:</b>	Non-Exempt Temporary Part-time
<b>Location:</b>	Boylston, MA	<b>Travel Required:</b>	No
<b>Salary or Rate Range:</b>	\$18.54 per hour	<b>Contact</b>	<a href="https://nebg.isolvedhire.com/jobs/">https://nebg.isolvedhire.com/jobs/</a>
<b>Date posted:</b>	10.21.2024	<b>Posting Expires</b>	When positions filled

New England Botanic Garden at Tower Hill 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. New England is an equal opportunity employer.

NEBG at Tower Hill does not require its staff to be vaccinated for Covid-19, but we urge everyone to receive an updated dose as they become available to protect themselves and each other.

- **Being welcoming to all staff and the public**
- **Be respectful of staff differences and preferences**
- **Use gender neutral communication styles**
- **Respect everyone's pronouns**

### Position Overview

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 to enhance their interest and appreciation of the natural world, as well as their visit to NEBG at Tower. The Ideal candidate will possess strong retail sales experience in a small, customer-focused environment. This Seasonal position requires availability mid-November through January 5<sup>th</sup>, 2025.

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## Responsibilities

- Provide a smooth, and efficient customer experience
- Utilize accurate sales skills while assisting guests
- Accurately processing cash, check, and credit card transactions
- Keeping the Garden Shop displays clean and stocked, dust-free
- Pricing merchandise and completing necessary paperwork
- Maintaining stockrooms in an organized and safe manner
- Demonstrated familiarity with NEBG at Tower Hill Membership Levels and benefits
- Demonstrated knowledge of NEBG at Tower Hill attractions and events.
- Other duties as assigned

## Schedule

The Garden Shop Associate position is part-time, temporary, hourly, and non-exempt from overtime. Shifts are 4:30PM – 10:30PM every evening from Saturday, November 23 through Sunday, January 5, excluding 11/28, 12/24, 12/25, and 1/1. Retail Associates will work a minimum of two shifts per week. There may be limited daytime shifts available. A daytime shift is 5.5 hours, 9:30AM – 3:00PM.

## Qualifications

- High school diploma or equivalent.
- Minimum of one year's customer service experience required.
- Friendly outgoing demeanor with demonstrated communications skills.
- Ability to work in a fast- paced, busy environment.
- Experience with Versai a plus.

## Physical Demands / Working Conditions:

- Must be able to bend, squat, kneel, stand, and walk for extended periods of time.
- Must be able to lift up to 20 pounds.
- Must be able to work with appropriate computer and communications equipment.
- Must be able to communicate clearly and accurately in conversation with customers.

*Note: These 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 staff and the public, or to NEBG at TH property. Ensures all concerns are reported promptly.
- Reports all accidents and injuries immediately to an immediate supervisor 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.