

# Garden Shop Retail Associate – Part Time Weekends

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 Seasonal Part-time
<b>Location:</b>	Boylston, MA	<b>Travel Required:</b>	No
<b>Salary or Rate Range:</b>	\$19 - \$20.00 per hour	<b>Apply at:</b>	<a href="https://bit.ly/nebg-jobs">https://bit.ly/nebg-jobs</a>

## 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 Tower Hill Botanic Garden. The Ideal candidate will possess strong retail sales experience in a small, customer-focused environment.

New England Botanic Garden is committed to connecting people with plants, fostering environmental stewardship, and creating meaningful experiences that inspire our community through horticulture, education, and nature.

## Our Culture

- Be part of an exceptional, respectful, and inclusive workplace culture that values both high performance and work-life balance.
- Be welcoming to all staff and the public and respectful of staff differences and preferences.
- Work for an organization deeply committed to diversity, equity, inclusion, and accessibility (IDEA).
- Explore opportunities to attend IDEA workshops and initiatives that foster a culture of belonging.

## Responsibilities

- Schedule is every other weekend with Wednesdays and occasional Mondays
- Utilize proven customer services and sales skills while assisting guests
- Familiarity with NEBG at Tower Hill Membership Levels and benefits
- Knowledge of NEBG at Tower Hill attractions and events.
- Open and close the Garden Shop, including the registers
- Accurately process cash, check, and credit card transactions
- Keep all Garden Shop displays clean and stocked, dust-free and appealing during shift
- Price merchandise and complete necessary paperwork
- Maintain stockrooms in an organized manner and eliminate any potential hazards
- Active participation in Loss Prevention techniques and ensure compliance with company policies and procedures
  
- Participate in annual physical inventory preparation and count

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- Other duties as assigned
- Works with an awareness of surroundings in accordance with NEBG safety policy.
- Complies with the provisions of the current Employee Handbook, all published personnel policies, and the requirements of the job description.

### Schedule

The Garden Shop Retail Associate position is part-time, year-round, hourly, and non-exempt from overtime. The Garden Shop is staffed any time that the gardens are open to the public. The position has a schedule for every other weekend, as well as Wednesdays and occasional Mondays with an average of 16 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, to include evenings during events such as Night Lights in winter and Wednesday & Thursdays in the summer, in addition to other special events as scheduled.

### Qualifications

- High school diploma or equivalent.
- A minimum of three years' customer service
- Friendly outgoing demeanor with the ability to communicate clearly in writing and speech.
- Ability to work in a fast-paced, busy environment.
- Prior experience with point-of-sale software is required. Experience with Versai is a plus.

### Physical Demands / Working Conditions:

- Must be able to work with appropriate computer and communications equipment.
- Must be able to assist customers at the sales counter and move about the store to straighten and restock.
- Must be able to travel to the Garden.
- Must be able to lift 20 pounds and to retrieve inventory from a level below the shop floor using carts and an elevator.
- Ability to use Microsoft Office Suite and Teams is required.
- Must be able to bend, squat, kneel, stand, for extended periods of time.

*Note: These have been identified as essential functions as required by the Americans with Disabilities Act.*