



## GARDEN CENTER STORE SUPERVISOR

### POSITION SUMMARY

The Garden Center Store Supervisor works with and under the direction of the Garden Center Manager(s) to ensure the overall daily operations of the Garden Center are being met according to company policies and standards.

### EXPERIENCE/EDUCATION

- Requires a minimum of high school degree and/or previous working experience.
- Store supervisory experience desired.
- Required to have customer service experience.
- Basic horticultural knowledge preferred but not required.

### MENTAL/PHYSICAL REQUIREMENTS

- Ability to exert up to 50 pounds frequently in order to lift and move product.
- Ability to balance, reach and grasp while climbing on a step stool and/or ladder.
- Ability to crouch, grasp, and lift product above shoulders in order to lift product from the floor properly.
- Ability to be on feet while performing job responsibilities.
- Frequent alpha/numeric keyboarding.
- Ability to view computer for long period of time.
- Ability to work in all types of temperatures and weather conditions.

### REQUIRED WORK SCHEDULE

- This position requires a 24-36 hour minimum work week, which includes nights and/or weekends & holidays.
- Additional hours per week during peak times in May.

### CORE EXPECTATIONS

- Act as Store Manager in their absence.
- Support the Store Manager with direct and open communication; proactive response to performance concerns, discipline, employee complaints and employee relations matters.
- Supervise with integrity, honesty and respect that promotes teamwork and a positive company reputation.
- Ensures the POS system is in process properly to ensure sales/inventory is accurate.
- Able to open and/or close the store including securing cash deposits at store closing.
- Prioritize and communicate daily work goals to staff; follow up frequently to ensure accuracy and productivity.
- Monitor store staffing levels.
- Other core expectations will be defined by the company.



#### **CORE COMPETENCIES**

- Excellent verbal, written and interpersonal communication skills to interact with customers & team members.
- Excellent customer service skills.
- Ability to work independently and as part of a team.
- Ability to handle confidential and sensitive information.
- Adaptability and multi-tasking; experience working in a fast moving environment.
- Take direction from Store Manager or higher to get projects done in a timely manner.
- Technical aptitude with POS software systems.
- Other core competencies will be defined by the company.

#### **WORKING RELATIONSHIPS**

- Report to Store Manager.
- Work closely with peers and other employees and departments within the company.
- Direct work with customers.

#### **COMPANY POLICY/PROCEDURES COMPLIANCE**

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

**Date: February 2018**

**Status: Non Exempt/ Hourly**

**Department: Garden Center**

**Reports To: Garden Center General Manager (s)**