



GARDEN CENTER STORE MANAGER

POSITION SUMMARY

The Garden Center Store Manager works with and under the direction of the General Manager to ensure that the overall daily operations of the Garden Center are being met in accordance to company policies and standards. They also collaborate with the purchasing and inventory control coordinator to ensure that the store has the proper merchandising assortment, inventory levels and that the inventory is displayed in the best manner.

CORE EXPECTATIONS

- Supervises with integrity, honesty and respect that promotes teamwork and a positive company reputation.
- Accurately and efficiently executes and oversees all POS transactions, special orders and delivery to ensure customer satisfaction.
- Ensures the POS system is functioning properly for sales and inventory accuracy.
- Responsibly executes essential store operation tasks: opening & closing duties, consolidating & securing cash deposits, scheduling, review & submission of time sheets plus physical store inventories.
- Responsible for hiring, disciplining & educating store staff.
- Controls payroll budget by monitoring store staffing levels based on business needs.
- Prioritizes & communicates daily work goals to staff; follows up frequently to ensure accuracy & productivity by coaching, motivating & monitoring.
- Maintains the stability & reputation of the store by complying with company policies and procedures.
- Supports the General Manager with direct communication; proactive responses to performance concerns, discipline, employee complaints & employee relations matters.
- Willingly offers suggestions for improvement & advancement of the company.
- Other core expectations defined by the company.

CORE COMPETENCIES

- Excellent verbal, written and interpersonal communication skills to interact with team members, senior & high-level personnel plus customers, including technical aptitude with POS systems & Microsoft Office.
- Excellent skills with prioritizing, critical thinking, troubleshooting and problem solving with a strong attention to detail, organizing & planning.
- Excellent customer service, leadership & team building skills.
- Strong knowledge of supervisory practices & procedures.
- Ability to handle confidential & sensitive information.
- Ability to manage daily store operations independently.
- Ability to listen to customers in attempt to determine merchandise needs.
- Ability to use & maintain all technology devices such as telephones, two-way radios, scanners, printers, etc.
- Adaptability & multi-tasking; experience working in a fast-moving environment while also working independently and as a part of a team.
- Ensures that store displays stay maintained in tasteful, creative ways.
- Ensures that store organization & cleanliness are maintained on a daily basis to protect employees & customers.



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- Take direction from General Manager or higher to get projects done in a timely manner.
- Other core competencies will be defined by the company.

EXPERIENCE/EDUCATION

- Minimum of an Associate's degree or relevant work experience.
- 5+ year's previous retail management or supervisory experience.
- Basic horticultural knowledge required.
- Experience working in a fast-moving environment.

MENTAL/PHYSICAL REQUIREMENTS

- Ability to exert up to 20-50 pounds frequently and up to 20 pounds of force constantly 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 for long periods while performing job responsibilities.
- Ability to view computer for long periods, including frequent alphanumeric keyboarding.
- Ability to work in all types of temperatures and weather conditions.

REQUIRED WORK SCHEDULE

- Ability to work a 40-hour minimum workweek, which includes nights, weekends & holidays; plus additional hours per week during peak times of the year.

WORKING RELATIONSHIPS

- Report to the General Manager.
- Work closely with peer and other employees and departments in the company.
- Directly work with customers and staff.

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: November 2025

Status: Non Exempt

Department: Garden Center

Reports To: General Manager