

Register-Merchandiser Position

General Responsibilities

- This position may be required to work inside the retail store or in the nursery, depending on required staffing needs for our schedule.
- You will be expected to know basic store & nursery layout to assist customers in their selection of product & be able to answer customer questions about all indoor & outdoor retail areas.
- Understand register functions & perform them accurately & efficiently.
- Process customer orders at the register in an accurate, efficient, COVID-safe & friendly manner.
- You will also be answering phones & need to ensure all customer requests & issues are resolved quickly, accurately & to the satisfaction of the customer.
- You will be asked to follow all company policies.

Customer Service Philosophy & Responsibilities:

- Provide helpful & knowledgeable service in person & over the phone.
- Engage the customer in a friendly manner.
- Acknowledge & greet customers as they enter the store or approach the register.
- Initiate conversation & interactions with the customer in an authentic, personalized way.
- Listen to customers & provide courteous & knowledgeable assistance to each & every customer.
- Assist customers in selecting appropriate gardening products or plants.
- Describe all store merchandise & explain its use, operation & care needs.
- Give accurate gardening advice and know where and when to find information that is outside of your experience.
- Assist customers with loading & unloading of product when needed.

Job Description:

- Process customer orders at the register in an accurate, efficient, COVID-safe & friendly manner.
- Receive, process, display & stock merchandise according to Garden Fever standards.
- Maintain accurate product signage & pricing.
- Maintain product displays & sales floor for all interior products.
- Customer service, as described in Customer Service section.
- Perform store housekeeping tasks to maintain a clean & organized store (e.g. empty trash & recycling, disinfecting surfaces, clean break areas, clean washrooms, sweeping & dusting, etc.).
- Follow inventory control & loss prevention procedures.
- Pull product for email orders when needed.
- Any other tasks as assigned from time to time by Lead staff members.

Physical Requirements to Perform Essential Functions:

- During entire shift, required to stand, walk, stoop, crouch, kneel/squat, bend, reach, push & pull, twist & turn, grasp, talk, listen & hear. This may require fine finger manipulations & repetitive motions with hands & feet.
- Must be able to work inside and outside during inclement winter weather and summer weather.
- Must be able to climb a ladder & use a step stool.
- Must be able to use nursery hand & stick tools & watering equipment.
- Must be able to meet a medium physical demand standard and lift & move up to 50 pounds occasionally & up to 25 pounds regularly without assistance.