

## Receiving Clerk

Garden Fever is a locally owned and operated garden store and nursery, located in a Northeast Portland neighborhood. We opened for business in 2003 and for 19 years have strived to be a respectful, authentic and sustainable addition to the community. We enjoy being a part of this community and working with staff that are people-friendly team members. Our passion is gardening, outside and inside. We love how gardening can add to the health and enjoyment of life and support nature. Our goal is to share the benefits of gardening with customers and staff. We are a place where gardeners, novice or expert, can find good plants, good tools, good dirt and helpful advice on sustainable gardening practices. Our team focus is to provide excellent customer service and retail presentation, as well as accurate gardening information and sustainable gardening practices.

## All Positions

Each person on our staff is a key member of the store team, delivering exceptional customer service and adding to the sustainability of the business by assisting in the daily operations of the store. The positions we are currently filling are seasonal positions that will be evaluated for a possible permanent position after the completion of approximately 120 days of job performance.

**All staff are required to be fully vaccinated for COVID-19 and its variants. Applicants must provide proof of being fully vaccinated. "Fully vaccinated" means completion of any CDC approved vaccination series and any "booster" or additional vaccination as recommended by the CDC. Proof of vaccination will be required before interviewing for a position.**

## Important Knowledge, Skills & Ability Needed for Garden Fever Positions:

- Have a genuine interest in the products Garden Fever sells, the interaction you have with our customers and fulfilling their needs. Plant knowledge and gardening experience is beneficial. However, retail and customer service experience is required.
- Must be able and willing to follow all COVID safety protocols we have established for our company.
- Be eager to develop new skills and knowledge, and be responsive to feedback.
- Be able to interact with diverse personalities in a fast-paced environment.
- Be able to work effectively with team members to ensure the store, nursery and back stock areas are maintained per Garden Fever's merchandising and branding standards.
- Be able to take direction from team Lead staff and complete the priorities they have set for the day.
- Must have clear and effective verbal and written communication skills.
- Must have the ability to build relationships naturally, embracing individuality and diversity.
- Must have the ability to read, understand and follow through on written and verbal instructions.
- Must show a strong sense of responsibility and accountability for job duties and respect towards fellow workers and customers.
- Must be able to multi-task in a fast-paced environment and increase productivity in the busy gardening season, as needed.
- Must be self-motivated and productive in the slower season with and without supervision.
- Must have the skills and initiative to complete tasks & solve problems.
- Must be able to reliably work the schedule posted.
- Must be available to work a minimum of 4 days a week, as needed, including a minimum of 1 weekend day (both weekend days is preferred),

- Must be available to work anytime during Mother's Day week and Memorial Day week including both weekend days (5/8 through 5/14 and 5/22 through 5/29).
- Time off for vacations is extremely limited during the months of February through June, and it is possible your request will not be granted during this time period.

### **General Responsibilities for All Staff Positions**

- All positions may be required to work inside the retail store or in the nursery, depending on skill levels and knowledge and required staffing needs for our schedule.
- All positions will be trained in and need to gain a basic knowledge of store and nursery layout to assist customers in their selection of product and be able to answer customer questions about all indoor and outdoor retail areas.
- All tasks must be performed in a COVID-safe manner, following the current company protocols, which may change during your employment period.
- All positions must follow all company policies and guidelines.

### **Receiving Clerk Position**

#### **General Responsibilities**

- This position works in all of Garden Fever's receiving, retail floor, and storage areas, working inside the retail store or in the nursery.
- You will be receiving and processing product, maintaining product displays, assisting customers with load-outs and assisting fellow team members when needed.
- You will be expected to know the basic store and nursery layout to assist you in locating, merchandising and re-stocking product.
- Tasks should be accomplished in an accurate, efficient, COVID-safe and friendly manner.
- You will be asked to follow all company policies.

#### **Job Description:**

- Receive, process/price, display and stock merchandise.
- Accurately and efficiently process receiving paperwork. Accuracy is a must in receiving and pricing product.
- Assist in maintaining product displays in all sales floor areas with an emphasis on restocking. Also, maintain clean and organized back of store areas.
- Competence in using basic hand tools, basic power tools and a pallet-jack is helpful.
- Assist customers with loading and unloading of product.
- Any other tasks as assigned from time to time by Lead staff.

#### **Customer Service**

- Provide service and assistance to customers by loading and unloading product for them.
- Assist customers with questions by directing them to the location of products or connecting them with a staff member that can answer their questions. This position is not a sales position and is not encouraged to give gardening advice, unless they have been trained to do so.
- Acknowledge and greet customers as they enter your work area.
- Provide a pleasant and safe shopping experience. Engage the customer in a friendly manner. Listen to customers and provide courteous and knowledgeable assistance to each and every customer.

#### **Facilities Maintenance**

- Assist in maintaining clean and orderly retail and storage areas. This includes but is not limited to sweeping, trash collecting and removal, collecting and returning carts to cart

areas, compost tea brewing and cleaning of machines, price tag sorting and basic maintenance tasks.

- Help in store housekeeping tasks to maintain a clean and organized store (e.g. empty trash and recycling, disinfect surfaces, clean break areas, clean washrooms, sweeping and dusting, etc.).
- Any other tasks as assigned from time to time by Lead staff.

**Physical Requirements to Perform Essential Functions:**

- During entire shift, required to stand, walk, stoop, crouch, kneel/squat, bend, reach, push and pull, twist and turn, grasp, talk, listen and hear. This may require fine finger manipulations and repetitive motions with hands and feet.
- Must be able to climb a ladder and use a step stool.
- Must be able to use nursery hand and stick tools.
- Must be able to lift and move up to 50 pounds repetitively and regularly without assistance.