

Register-Merchandiser

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).

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- 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.

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, disinfect surfaces, clean break areas, clean washrooms, sweep & dust, etc.).
- Follow inventory control & loss prevention procedures.
- Pull product for email orders when needed.

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- o Any other tasks as assigned from time to time by Lead staff members.

Physical Requirements to Perform Essential Functions:

- o 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.
- o Must be able to work inside and outside during inclement winter weather and summer weather.
- o Must be able to climb a ladder & use a step stool.
- o Must be able to use nursery hand & stick tools & watering equipment.
- o 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.