



## **Garden Center Assistant Manager**

### **POSITION OVERVIEW**

Reporting to the Garden Center Manager, the Garden Center Assistant Manager is responsible for contributing to the operational success of the Garden Center. This is a dynamic role in a positive environment that includes both front-of-house and behind-the-scenes responsibilities. Daily, you will support the team in ensuring that the garden center runs smoothly. You will also participate in planning, executing, and evaluating the business strategies and results. This is a full-time, year-round position for a team player with superior customer service and leadership skills, attention to detail and accuracy, and a keen eye for the retail environment.

### **KEY RESPONSIBILITIES**

#### **Front-of-House:**

- Support, supervise, and coach the Garden Center team as needed.
- Provide – and inspire! - customer service excellence for each customer, every day.
- Assist with team training and the onboarding of new team members.
- Create, maintain, and update merchandising displays.
- Maintain high productivity levels within the team.

#### **Behind-the-Scenes:**

- Cash accounting support e.g., Posting daily transactions into the POS system, counting and balancing cash floats.
- Run regular reports: e.g., Project management, inventory, sales, merchandise, margin and other analyses.
- Development and implementation of procedural standards.
- Assist with inventory management, including physical counts and adjustments.
- Assist with product purchasing and receiving.
- Schedule and coordinate the team as needed.
- Contribute ideas to the annual Marketing Plan.
- Optimize efficiencies and processes.
- Assist with other tasks and functions as needed.



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### **REQUIRED QUALIFICATIONS:**

- Management or leadership experience, preferably in a retail or hospitality setting.
- An understanding of customer service excellence and the commitment to achieve it.
- A collaborative approach with the ability to work independently.
- A successful multi-tasker with a proven ability to work in a fast-paced and constantly changing retail environment.
- A friendly and professional demeanor with advanced written and verbal communication skills
- Strong attention to detail and accuracy.
- Must be able to work full time (5 days / 40 hours per week).
- Weekend availability (at least one day each weekend).
- Strong computer skills, specifically experience with Excel and spreadsheets.

### **ATTRIBUTES**

- An interest in ongoing learning and the willingness to achieve relevant certifications.
- Experience with POS systems would be an asset.
- An understanding of retail financial math concepts would be an asset.
- A passion for plants and people and building strong team and customer relationships.
- The ability to lift up to 20 kg and to stay physically active throughout the day.