



POSITION TITLE: Store Team Leader
REPORTS TO: Store Supervisor
HOURS: 1st Shift
FLSA STATUS: Non-Exempt

LOCATION: Middletown Garden Center

SUPERVISORY CONTROL: Store Team Members I & II

I. PRIMARY RESPONSIBILITIES:

This position is responsible for training, coordinating and supervising the retail store team to produce accurate, balanced register drawers and a smooth flowing checkout system while also providing knowledgeable customer service.

II. ESSENTIAL FUNCTIONS:

- Determines training needs, designs programs, develops material to meet training needs and conducts training sessions for newly hired cashiers
- Supervises the check-out operation and ensures that customers are processed promptly, questions are answered, products and customers flow smoothly through the checkout process and any problems are properly handled
- Provides direction to the seasonal carryout employees, directing and assisting team members to return carts, make carryout boxes and assist customers
- Provides regular guidance to the cashiers with regard to procedures and cash register operations as well as keeping the register areas well stocked, organized and clean
- Spends the majority of the workday in the Garden Center/Register area and notifies a manager or co-worker when leaving the area and the estimated time of return
- Resolves problems that may arise with customers in the checkout line, which may include pricing questions, credit card issues, coupon questions, complaints, etc.
- Directs the store staff to their correct stations and duties, maintaining a friendly, courteous teamwork atmosphere
- Greets, directs and assists Garden Center customers, answers their questions and assists with sales by providing product and problem-solving knowledge
- Works at the customers service desk and processes orders for custom potting and special-order merchandise and maintains accurate records for the pick-up or delivery of these orders.
- Communicates weekly advertising, sales, pricing and other pertinent information to the cash register team by posting current ads and announcements in each cash register station
- Directs and assists the store team to keep the store and store greenhouse area clean and safe from hazards
- Keeps the store team informed of product availability and location
- Assists other managers with receiving, stocking, and pricing merchandise
- Maintains POS accuracy at the checkout level

III. ADDITIONAL FUNCTIONS:

- Assists with cash register operation and customer carry outs when necessary
- Assists with making deliveries of Garden Center merchandise
- Answers customer phone calls (coming in on four phone lines) and their questions, ensuring that phone customers receive proper assistance, including checking of voicemail daily
- Backup for keeping records and generates reports of departmental sales figures
- Schedules lunch times for the store team when necessary
- Assists with the care of the houseplant stock in the absence of the regularly assigned employee
- Assumes any other responsibilities that the Store Supervisor may assign
- Attends available seminars and conferences to update personal knowledge base

This position description is not to be construed as an exhaustive statement of accountabilities, duties, responsibilities of requirements. Any individual may be required to perform any other job-related activities or functions requested by his or her manager, subject to reasonable accommodation. Berns Greenhouse and Garden Center has the right to modify this job description to reflect changes in essential job duties made necessary by changing organizational needs, subject to reasonable accommodation.

IV. QUALIFICATIONS AND REQUIREMENTS:

- Ethical, dependable, honest and trustworthy
- Polite, courteous, patient, respectful
- Ability to handle challenging situations with tact
- Strong attention to detail
- Positive attitude and the ability to work in a team
- Some training experience preferred
- Ability to add, subtract, multiply, divide and figure percentages
- Excellent verbal and written communication
- Flexibility with availability in working schedule
- High school diploma or equivalent experience
- Experience with Microsoft Office programs and POS systems
- Horticulture experience a plus
- Ability to see, talk and hear with or without reasonable accommodation
- Ability to frequently lift up to 50 pounds
- Constant walking, bending, carrying, lifting, kneeling, pushing, pulling, etc.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

V. JOB ENVIRONMENT:

Up to 75% of this job is performed inside the building and the remaining 25% is outside. There is exposure to all types of weather: heat, sun, high humidity, rain or cold. There is exposure to packaged soils and soil amendments, packaged chemicals, pollen, seeds and various types of plants. The tools used in this job include cash registers, calculators, adding machine, computers, fax, copier and pallet jack. The physical demands of this job are moderate to high. While the job requires mostly standing and walking, there is also an equal amount of handling, pulling and pushing. This job requires the use of large, heavy carts for transporting flats of plant material to the sales areas. While performing the duties of this job, the employee is regularly required to talk, see and hear.

Berns Greenhouse and Garden Center is an Equal Employment Opportunity (EEO) employer and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual

orientation, marital status or disability (in compliance with the Americans with Disabilities Act) with respect to employment opportunities.