



POSITION TITLE: Store Supervisor

REPORTS TO: Division Manager

HOURS: 1st Shift

FLSA STATUS: Non-Exempt

LOCATION: Middletown/Beavercreek Garden Centers

SUPERVISORY CONTROL: Store Team Leaders, Store Team Members

I. PRIMARY RESPONSIBILITIES:

This person is responsible for the overall performance of the garden center store department. They are accountable for the performance of the merchandise categories assigned to that department, the customer checkout function, customer service, and supervisory control of staff in each of those areas. This person will directly contribute to overall division performance and profitability.

II. ESSENTIAL FUNCTIONS:

- Stands as a customer facing representative of the Berns organization and brand
- Provides and promotes a climate of excellent customer service both directly and via reporting team members
- Resolves customer-oriented problems and disputes
- Trains the store department team and oversees the implementation of department and point of sale processes and procedures
- Supervises, schedules, and evaluates staff in the store department
- Responsible for the overall performance of the designated product categories
- Assists in maintaining the overall look and feel of the store department
- Assists in maintaining the product mix that fits with the overall garden center mix, tracks closely with consumer trends, and delivers maximum sales and profitability
- Assists in monitoring inventory levels both visually and by cost in a way that ensures the departments will achieve sales goals and minimize excess inventory
- Assists with managing inventory items and controls pricing and discounts
- Develops and oversees the process to receive inventory from the time it is confirmed with the vendor thru unpacking and pricing
- Maintains a thorough and ongoing knowledge of the point-of-sale system
- Responsible for developing and overseeing implementation of the development of procedures and policies for the point-of-sale system and customer checkout
- Communicates with the POS Coordinator and other department supervisors to ensure accurate implementation of the point of sale keeping up to date on price changes, discounts, specials, sales, guarantees
- Collaborates with the marketing supervisor to accumulate customer data continuously and efficiently at the point of customer checkout

III. ADDITIONAL FUNCTIONS:

- Projects labor resource needs and communicates with managers and Human Resources to ensure the department is appropriately staffed

- Oversees general customer service which includes instore customers at the service desk, call in customers, and E-mail customers
- Oversees customer service ensuring customer issues are directed to the appropriate department for resolution and best possible outcomes.
- Is responsible for opening and closing procedures both for customer checkout and for the main garden center gates in coordination with other garden center supervisors
- Assists other supervisors and managers in the overall operation of the Garden Centers
- Any other duties assigned by the Garden Center Division Manager

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, accountable and trustworthy
- Polite, courteous, patient, stays calm under pressure
- Ability to handle difficult situations with tact
- Strong attention to detail
- Effective problem-solving skills
- Positive attitude and the ability to successfully work with a team
- Leadership and training experience required
- Ability to add, subtract, multiply, divide and figure percentages
- Ability to accept constructive feedback
- Open minded and willingness to try new approaches
- Excellent verbal, nonverbal and written communication
- Flexibility with availability in working schedule
- High school diploma or equivalent experience
- Experience with Microsoft Office programs and POS systems
- Experience identifying plant material and diagnosing plant problems 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 are temperature extremes that range from very hot and humid in the summer months to much cooler in the winter. 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, lifting, carrying, pulling and pushing. This job requires the use of large, heavy carts for transporting plant material or products 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.