



GARDEN SHOP

Floor Leader

Direct Supervisor:	Tricia Wherry		
Department:	Garden Shop	Job Category:	Category 1
Location:	Richmond, VA	Travel Required:	No
Level/Salary Range:	L5	Exempt/Non-exempt:	Exempt
Contact:	triciaw@lewisginter.org	Position Type:	Year round – FT 37.5 hours per week
Date Posted:		Posting Expires:	Until Filled

Garden Overview

Lewis Ginter Botanical Garden was founded in 1984 as a community oriented, nonprofit garden. After 33 years, the Garden now encompasses 82 acres, four lakes, 5,500 unique taxa of plants within 15 distinct outdoor gardens, 11 major buildings including a conservatory and greenhouse, plus an 80-acre branch site, the Lewis Ginter Nature Reserve. In 2017 we welcomed, taught, energized, and engaged over 400,000 guests with stunning botanical displays, inspiring exhibitions, entertaining activities, and over 800 formal and informal education offerings. We embarked on new and promising community engagement initiatives through the Beautiful RVA movement. We updated the strategic plan and continued priority project planning within the scope of the 2016 master site plan. Our 100 full- and part-time staff joined with 650 volunteers and 13,000 member households to live into the Garden’s mission to connect people through plants to improve communities.

We do this through a broad variety of mission related activities and enterprise business services. We try to pattern ourselves on extraordinary programs and institutions nationwide, and where there are no examples, we intend to lead. We aspire to be a Garden that is representative in every way of the diverse community we serve.

Job Summary

- Provides floor leadership, cashier assistance and guidance to scheduled volunteers in the Garden Shop. Leads by example by possessing a positive, upbeat presence on the sales floor that motivates others.
- Works closely with the volunteers, ensuring that they are engaged, helpful, and providing excellent customer service.
- Maintains a well-stocked, clean and neat sales floor on a daily basis. Help with creating a visually exciting store by suggesting and building visual displays alongside of the buying team.
- Oversees and responsible for volunteer scheduling, communication and training. This includes a monthly newsletter, interviewing new volunteers, coordination of schedule changes and events.
- Maintains inventory control on the sales floor by performing spot inventory checks and cycle counts.

Job Responsibilities:

- Assists in running the day to day operations of the Garden Shop including, opening and closing, cash handling, cleaning and stocking
- Provides excellent customer service to all guests, visitors, volunteers and staff coming through the Shop
- Assists in training and mentoring volunteers working at the cash registers and in customer service best practices
- Must be able to interpret inventory reports and utilize that information to re-stock the floor daily
- Must be friendly, outgoing and enjoy working with people of all ages in a fast paced environment
- Demonstrates ability to work well under pressure while multi-tasking
- Works well in a team atmosphere alongside staff and volunteers
- Able to problem-solve quickly and report issues to manager immediately and with accurate details
- Presents oneself with a professional, yet friendly attitude and appearance
- Responsible for store opening and closing duties as assigned, including creating daily deposit

Required:

- Able to work weekends and evenings during regular season and during the Dominion Energy Garden Festival of Lights event as scheduled
- 1 – 2 years cashier or money handling experience in the retail industry
- Basic computer knowledge or the ability to learn
- Ability to multi-task in a fast-paced environment
- Ability to work in a supervised and an unsupervised environment
- Willing to take initiative and to learn

Each Employee of Lewis Ginter Botanical Garden

- Must comply with provisions of the current Employee Handbook, all published personnel policies and the requirements of their individual job descriptions
- Must conduct herself or himself and perform all duties in a manner consistent with a public garden serving multigenerational and multicultural individuals and families, and in accordance with directed practices and procedures
- Must be aware of surroundings and vigilant to threats to the safety of visitors, volunteers, and staff or to security of their property, ensuring that all concerns are reported promptly
- Must report all mishaps, injuries, and incidents immediately and ultimately in writing to supervisor(s) and to the Executive Director
- Must ensure compliance with all applicable federal and state laws and regulations
- Must perform other duties as assigned by supervisor

Physical Demands / Working Conditions

- 37.5 Hours per week mandatory
- Able to stand for long periods of time and walking up and down steps repeatedly
- Able to lift 15-20 pounds as needed
- Breaks based on length of shift and Manager On Duty coverage

Education and Experience

- High School Graduate or equivalent
- Associates Degree preferred but not required
- A minimum of 2 year's experience working with the public or in a customer service capacity
- Demonstrated ability to develop and work with peers, co-workers and volunteers
- Experience and demonstrated sensitivity in working with persons of various ethnic and economic backgrounds on staff and within community

