



# GARDENFEST

## GARDEN SHOP ASSISTANT

<b>Direct Supervisor:</b>	Garden Shop Manager		
<b>Department:</b>	Garden Shop	<b>Job Category:</b>	Category 3
<b>Location:</b>	Henrico, VA	<b>Travel Required:</b>	No
<b>Level/Salary Range:</b>	L5	<b>Exempt/Non-exempt:</b>	NE
<b>Contact:</b>	<a href="mailto:kimd@lewisginter.org">kimd@lewisginter.org</a>	<b>Position Type:</b>	Seasonal PT (Nov. 1, 2019 – Jan. 7 <sup>th</sup> , 2020) 20-30 hours/week Weekend nights required
<b>Date Posted:</b>	September 5, 2019	<b>Posting Expires:</b>	Until Filled

### **Garden Overview**

Lewis Ginter Botanical Garden was founded in 1984 as a community oriented, non-profit garden. After 33 years of rapid growth, 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 2016 we welcomed, taught, energized, and engaged over 450,000 guests with stunning botanical displays, inspiring exhibitions, entertaining activities, and over 900 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 completed our new master site plan. It is through the efforts of 100 full and part time staff, 650 volunteers and the support of 13,700 member households, that we continue to advance the Garden’s mission of connecting people through plants to improve communities.

We accomplish our work through a broad variety of mission related activities and auxiliary 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 and cashier assistance in the Garden Shop. Create a positive tone on the sales floor and work closely with Garden Volunteers in the Garden Shop to ensure that customer service is first and foremost. Ensure a well-stocked and neat sales floor on a daily basis as well as check in and process new product to ensure a timely process of getting new goods to the sales floor. The Garden Shop is 5,000 square feet of retail space and generates \$1M dollars annually from the sale of books, unique gifts, pots, statuary, jewelry, clothing and holiday ornaments. Proceeds from Garden Shop sales directly support the Garden’s mission as being a primary resource for learning about the botanical world.

**Job Responsibilities:****Customer Service Duties:**

- Provide excellent customer service to guests, visitors and volunteers coming through the Shop
- 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
- Performs other duties as assigned by supervisor
- Store opening and closing duties including creating daily deposit.

**Cashier Duties:**

- Handles payment in exchange for merchandise
- Responsible for all monetary transactions; following established procedures for such functions
- Keeps register area organized and tidy for closing manager
- Retrieves merchandise from designated storage areas as needed
- Utilizes slower time by straightening and tidying merchandise to maintain an attractive shop appearance
- Restocks bags, boxes, tissue and basic supplies at all register areas

**Physical Demands / Working Conditions**

- 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

**Qualifications:**

- Able to work weekends and evening during the Garden Holiday Garden Festival of Lights.
- 20-30 Hours per week mandatory.
- 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

**Education and Experience:**

- High School Graduate or equivalent
- Associates Degree preferred but not required
- A minimum of 2 years' 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

**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

Please submit cover letter, resume, and Lewis Ginter Botanical Garden Job Application to Tricia Wherry, ardeGn Shop Manager, at [triciaw@lewisginter.org](mailto:triciaw@lewisginter.org)