



# FLOOR LEADER GARDEN SHOP

<b>Direct Supervisor:</b>	Garden Shop Manager		
<b>Department:</b>	Garden Shop	<b>Job Category:</b>	NE
<b>Location:</b>	Richmond, VA	<b>Travel Required:</b>	NA
<b>Level/Salary Range:</b>	L7	<b>Exempt/Non-exempt</b>	Non-exempt
<b>Contact:</b>	hr@lewisginter.org	<b>Position Type: (FT / PT)</b>	PT – 12 – 21.5 hours/week
<b>Date posted:</b>	February 16, 2021	<b>Posting Expires:</b>	<b>Until Filled</b>

## **Garden Overview**

### ***Mission***

Lewis Ginter Botanical Garden's mission is connecting people through plants to improve communities.

### ***Vision***

Lewis Ginter Botanical Garden, including the Lewis Ginter Nature Reserve, reveals the unity and integration of human and plant life, celebrates the fundamental significance of the natural world, and enriches communities through horticultural and educational excellence and innovative outreach activities.

### ***Values***

Responsibility, Innovation, Integrity, Hospitality and Inspiration

Founded in 1984, Lewis Ginter Botanical Garden is a non-profit garden located in Richmond, Virginia's Lakeside neighborhood. The Garden 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. Annually, Lewis Ginter engages over 17,000 students in innovative and exciting education programs. This cadre of identified learners is just a fraction of the more than 400,000 annual visitors to the Garden. In recent years, the Garden has been honored with inclusion in several top ten lists for botanical gardens in North America.

Lewis Ginter Botanical Garden is an Equal Opportunity Employer. We do not discriminate on the ground of race, color, religion, sex, age, disability or national origin in the hiring, retention, or promotion of employees. We support the diversity and

**LEWIS  
GINTER  
BOTANICAL  
GARDEN**

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inclusion policy adopted by The American Public Gardens Association: to create an equitable, diverse and inclusive culture where the contributions of all community members are valued, respected and appreciated.

### **Job Description**

The Garden Shop is 5,000 square feet of retail space and generates revenue from the sale of books, unique gifts, pots, statuary, jewelry, clothing and holiday ornaments. Proceeds from Garden Shop directly support the Garden's mission as being a primary resource for learning about the botanical world.

This position demonstrates our core value of hospitality by ensuring that customer service is first and foremost. We achieve this by providing a welcoming and helpful experience to all guests, and demonstrating a positive and supportive environment for staff and volunteers.

### **Responsibilities and Requirements**

- Delivers excellent customer service.
  - Ensures welcoming environment for all guests, visitors and volunteers in the Shop.
- Provides floor leadership and cashier assistance.
  - Responsible for opening and closing store using established procedures.
  - Responsible for all monetary transactions including daily deposits according to established procedures.
  - Interacts with daily shop volunteers and assign tasking as needed.
- Maintains stock and inventory.
  - Efficiently processes new product arrivals.
  - Retrieves merchandise from designated storage areas as needed.
  - Restocks bags, boxes, tissue and basic supplies at all register areas.
- Ensures the visual aesthetic standard of the shop.
  - Keeps register areas organized and tidy.
  - Ensures a well-stocked and neat sales floor.
  - Utilizes slower time to fill in product, straighten and tidy merchandise, creating new product displays and maintaining an attractive shop appearance.
- Required to have a flexible work schedule.
  - Must be available at least 1 weekend day every week.
  - Able to adjust schedule as appropriate to support busy seasonal traffic.
  - Able to assist with evening coverage required during special events.
  - Required to work nights during Dominion Energy GardenFest of Lights.

- Required to work 12-21.5 hours per week.

### **Skills and Abilities**

- Excellent customer service and communication skills.
- Fluent in conversational Spanish, mandatory.
- Comfortable working face to face with guests.
- Presents oneself with a professional, yet friendly attitude and appearance.
- Ability and experience to use and troubleshoot a POS system.
- Ability to multi-task in a fast-paced environment.
- Ability to work in a supervised and an unsupervised environment.
- Works well in a diverse team and guest environment.
- Works well under pressure.
- Able to problem-solve quickly and report issues to manager immediately and with accurate details.

### **Physical Demands / Working Conditions**

- Must be able and willing to physically move and lift statuary and pots (25-30lbs) and help assemble and maintain water fountains
- Able to stand for long periods of time and walk up and down steps repeatedly

*Note: Duties described above, other duties and physical demands have been identified as essential functions as required by the Americans with Disabilities Act.*

### **Education and Experience**

- 2 years post high school education preferred.
- 2 –4 years cashier or customer service experience in retail or hospitality field required.

### **Employees 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 perform all duties in a manner consistent with a public garden serving multigenerational and multicultural individuals, 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 injuries and incidents immediately and ultimately in writing to supervisor(s) and to Human Resources.
- Must ensure compliance with all applicable federal and state laws and regulations.
- Must perform other duties as assigned by supervisor.