Garden Spot Cart Assistant - Job Description

Position Description: As the Cart Assistant, the primary focus is efficient customer service. One must be courteous and positive, and at the ready to assist customers with their carts from patio area to vehicles. Cart assistant must be careful in loading and handling plant material (eg breaking shrubs while loading; placing in pick up bed to consider wind damage in transport; tieing up large tree branches into a bundle,etc.) while also paying attention to care of customers vehicle (eg offer paper or plastic bag to keep dirt off carpet). This position must successfully interact with the Manager, Day Manager, Sales Associates and other Garden Spot staff.

Reports to: Day Manager

Skill set and educational requirements for position:

* Customer service and retail sales experience
* Able to represent Garden Spot in a courteous and professional manner.
* Able to operate in a stressful and fast-paced environment.
* Good organizational skills and ability to multi-task.
* Servant hearted team player.
* Proficient in oral written communications.

Physical Requirements:

* Able to stand for long periods of time.
* Able to repeatedly life over 50lbs.

Duties and Responsibilities:

* Be continuously attentive to customer and their needs. Promptly greet customers. (Hi. Welcome to Garden Spot.) Cell phones must be kept in the break room and checked only during break times.
* Offer customer assistance with loading all purchases into vehicles. Carefully and conscientiously handle and load plant materials. Use newspaper, plastic bags or plastic wrap to protect customer’s vehicle.
* Thank customers for their business. (eg Thanks for shopping with us! Thanks for your business! Come again!)
* Use appropriate manners when address customers and others. (eg Yes Ma’am/Sir; When someone says thank you, reply with “My pleasure.” Or “Your welcome.”)
* Assist customers with carrying their plants or pulling carts in the yard to the ticket desk.
* Assist Sales Assistants and Day Manager with pulling larger plant and landscape products as requested.
* Keep the parking lot and patio area free from empty carts. Return wagons to areas under tables, larger carts to areas near rear of garden center. Ensure wagon cart handles are never let laying on the ground.
* At the beginning of your shift, around 1pm and at the end of your shift police the parking lot and pick up trash. Regularly throughout the day, pick up trash in the shopping areas (plant tags, etc).
* As needed, back up ticket writer to write up customer tickets. Ensure that tickets have correct number of plants and the correct prices. Write legibly and simply. (ex 1 – 4.99)
* When not engaged with customers:
  + Take initiative to maintain the appearance and up keep of entrance area. (eg pull weeds in stones at entrance area and near patio; pick up trash in parking lot; sweep patio area; etc.)
  + Assist with watering plants or unloading truck.
  + Ensure that several bags of soil of each type/size are always available in designated near the building.
  + Ask Day Manager of other ways that you can help. There is ALWAYS something to do.
* Ask for appropriate assistance for other staff team members.
* Other duties as may be assigned.

Limits of Responsibility:

* Refer customer complaints/concerns to Day Manager.
* Refer any customer questions about plants or other products to appropriate sales staff. (eg Let me get someone to help you with that question.) Do not respond with direct information yourself. Do not say the word ‘NO’/ ‘’We don’t have…” in any form or fashion!
* No decision making authority with respect to customers. (eg Refer questions on returns or refunds to Manager/Day Manager/Assistant Manager; Refer design/landscape, plant care, chemical related or product availability questions to Day Manager.)
* No delegating or directive authority over other staff team members.

Work Hours: Adhere to the assigned schedule and work hours. Alert Manager/Owner of any schedule conflicts as far in advance as possible. Do not ask someone else to cover your shift. If sick, alert Manager/Owner asap.

Arrive 10 minutes before designated start time. If working until close, the day does not end until the last customer has left the premises.