SUPERVISOR/ STORE MANAGER OF
RETAIL GARDEN CENTER

Brief description
The position of supervisor/manager of retail garden center consists of directly supervising employees in a retail garden center establishment or department. It also consists of performing management functions, such as purchasing, budgeting, accounting, and personnel work, in addition to supervisory duties. A supervisor/store manager is responsible for establishing and maintaining guest services, overseeing and is accountable for the operation of a retail garden center ensuring sales and profitability through merchandise, inventory, expense control, human resources management, and managing operating cost and shrinkage.

Tasks
• Ensure that each guest receives outstanding guest service by providing a guest friendly environment which includes greeting and acknowledging every guest, maintaining outstanding standards, solid product knowledge and all other components of guest services.
• Analyze and measure business trends; develop and implement plans to maximize sales and meet or exceed goals and objectives.
• Ensure appropriate merchandise stock levels, merchandise presentations, signing and assortment in all departments; ensure selling floor is adequately stocked.
• Comparison shop and report results; share information with Supervisor and make appropriate price adjustments.
• Review department/store trends and recommend and initiate changes for maximizing goals and objectives.
• Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised;
• Assign employees to specific duties;
• Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers;
• Control shrink, expenses and payroll.
• Continually evaluate and react to performance issues and actively recruit management candidates.
• Train and develop store management in all aspects of the business; direct and monitor training and development for all store personnel. Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
• Enforce safety, health, and security rules;
• Ensure compliance with all policies and procedures through regular store management and staff meetings, store walk-through and audits, etc.;
• Instruct staff on how to handle difficult and complicated sales;
• Monitor sales activities to ensure that customers receive satisfactory service and quality goods;
• Plan budgets and authorize payments and merchandise returns;
• Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
• Assist in maintenance of department, including watering, pruning and fertilization
• Any other responsibilities as assigned by Supervisor

Qualifications and requirements
• High school diploma or equivalent;
• 5+ years of experience preferred in Horticulture/Agriculture
• Industry certifications encouraged in Horticulture/Agriculture
• Pesticide Applicators License a plus but not required
• Knowledge of trees, shrubs, annual and perennial flowers.
• Identify and treat diseased plants
• Oversees plant care and facility maintenance
• Ability to give full attention to what other people are saying, and to adjust actions in relation to others’ actions;
• Ability to use logic and reason to identify the strengths and weaknesses of alternative solutions, and to monitor/Assess performance of other individuals.
• Ability to communicate with associates and guests
• Ability to read, count and write to accurately complete all documentation.
• Ability to freely access all areas of the store including selling floor, stock areas, and register areas.
• Ability to adapt to many different situations and seasonal changes in sales and merchandise.
Competencies (in order of importance)

• Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
• Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
• Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations.
• Integrity — Job requires being honest and ethical.
• Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

Lines of communication

• Possess the ability to answer to more than one supervisor and accomplish tasks in a timely manner.

Working conditions

• Ability to operate and use all equipment necessary to run the store. This includes pallet jacks, forklifts and power tools, if necessary.
• Ability to climb ladders.
• Ability to move and handle merchandise throughout the store generally weighing 0-50+ pounds.
• Ability to work varied hours/days to oversee store operations.

Pay:

Negotiable based on experience and qualifications.

How to apply:
Those interested in applying for this position should send resumes to Kristine Marsai (kmarsai@gmail.com).

Location of Job:  Ruhlig Farms & Gardens LLC
24508 Telegraph Rd.
Brownstown, MI  48134