

Garden Center Sales Associate

Garden Department, Woodstock

Time Commitment: This is a full time, seasonal job. We will entertain candidates for part-time hours too. Estimate about 35-40 hours/week. At least one weekend day is required. Holidays and summertime are our busiest times and require commitment. Morning shifts and early evening shifts (till 6 or 7 pm) are required. Starts up May 1st. Ends after Columbus Day. Starts up again for Christmas Season November 15th. Ends again December 24th. Seasonal staff may have the option to come and work inside the store.

Who are we? The Woodstock Farmers' Market is the area's premier year-round, fresh food-focused grocery store. We are committed to creating and selling the best products sourced locally and globally, ethically, and sustainably. We hire only the most service-oriented people who appreciate a fun, fair, drama-free workplace, and share our core values:

- Come with an empty cup: have humility
- Sit at the table together: be collaborative
- Do the right thing—always: be honest, accountable and have integrity
- Always hungry: relentlessly get stuff done
- Fish Cakes: think outside the box to creatively solve problems
- Bright side: always be positive

Our mission is to sell a wide array of unusual annuals, bedding plants, hanging baskets, perennials, and garden accompaniments, while providing the highest customer service in the Upper Valley. Attention to our landscaping, merchandising, and selection, and our knowledgeable staff, set us apart from all other businesses in the area. Specifically, our goals include attention to variety, competitive pricing, weekly promotions, cleanliness, and large beautiful appealing displays, all of which create an energetic atmosphere conducive to high volume. We do this with the customer as first priority, with attention to special orders, education, and personal assistance.

General Duties:

- **Extra Mile service of customers:** Making it easy to shop with us by being available to customers at all times, and having informative signage on all displays. Assisting with plant selection, advising on plant care, and helping to load purchases into cars are some of the ways we personalize our great service. Friendly, sprightly prompt help and honest answers to questions are the standard.
- **Receiving:** Meet and assist with deliveries of plants and merchandise. Inspect for quality. Assure that the invoice matches the actual goods delivered. Note any problems to manager.
- **Care of plants and merchandise:** Care includes appropriate timely watering, deadheading, and pruning, consolidating, covering, and uncovering for night conditions, protecting from excessive stormy and windy conditions, and monitoring customer traffic impact on displays.

- **Maintaining orderly and efficient outdoor area:** Maintenance includes sweeping, weeding and care of gardens, moving tables and equipment as needed, trash and recycling monitoring, and any other related tasks.
- **Performing required projects:** There will occasionally be projects beyond the listed tasks that will be required to operate a quality store outdoors.
- **Sharing information:** Providing service to the customer by being well-informed about the plants and merchandise, creating thoughtful and accurate signage, preparing customer hand-outs if appropriate, making sure store staff are aware of plant area activities, keeping cashiers and staff informed of pricing.
- **Knowledge:** Must know perennial and annual varieties and be able discuss options and garden choices with customers with little hesitation.

Our Needs/Qualifications:

- Must be able to open and close the garden center department and work AM shifts (8 or 9 AM) /PM shifts (till 6 or 7 PM) and work at least one weekend day
- Be able to service customers in a quick and efficient manner with a calm, yet engaging demeanor.
- Be plant knowledgeable and understand how to care for plants—annuals, perennials, herbs, vegetables and more
- Be able to lift heavy pots of plants/Christmas trees/bags of soil/etc. of 50 lb or more.
- Be able to reach upwards with arms, squat down with legs easily. Shift requires you to be on your feet for an entire 8-hour shift. This is a physically demanding job
- Be able to make a WFM great display that is full, bountiful and saleable
- Be able to read invoices, receive stock from suppliers and understand how to check in vendors
- Have outstanding organizational skills – must prioritize day projects and keep them moving forward and communicate with team
- Be graceful in difficult situations: having a personality that can naturally handle customer concerns and turn a potential negative situation into a win for the Market
- Natural Love of Service – Actively looking for ways to help people while enjoying it
- Team play: While the Garden staff is small, team play and getting along with other like-minded people and departments is critical

Education: At least 2 years' work experience in sales/merchandising or related field. General knowledge and an absolute love of annuals and perennials and how to care for them is required.

Compensation: Hourly, 15-16+/- depending on qualifications and experience.