

# HAVEN — FARM —

GROW WELL • GIVE WELL • LIVE WELL

## Garden Shoppe Team Member

**Nature of the position:** Part-time

**SUMMARY:** Haven Farm is seeking an enthusiastic people lover to assist with sales and plant care in our Garden Shoppe Area. Garden Shoppe team members will also assist with inventory receiving, pricing, stocking displays and watering. Team members should provide professional, friendly, and knowledgeable customer service to guests, and work in harmony with other team members. All team members will also assist with functions and special events at the farm.

### ESSENTIAL DUTIES:

- Welcomes, serves and assists guests to provide excellent customer service.
- Cultivate good relationships with guests by learning about and understanding their needs and interests.
- Become knowledgeable about our products and services and be able to present them in a confident manner.
- Maintain products and displays to be clean and organized as well as adequately stocked. Inform buyer of stock levels and re-order needs.
- Follow procedures for receiving plants and watering/plant care.
- Capable of working independently handling opening/closing duties.
- Move unhealthy plants off of retail floor and follow proper procedure for shrinkage.
- Ensure accurate sales transactions by writing tickets using appropriate SKUs and UPCs.
- Assist customers in selecting products by providing proper features & benefits of all products.
- Load vehicles cautiously in order to care for guests' belongings
- Provide informative and accurate description of Haven Farm's organizational mission.
- Willing to help in other areas of the business as needed.
- Able to work outdoors in all seasons and weather
- Additional duties as assigned.

### REQUIRED EXPERIENCE:

- Retail or customer service (1 year minimum)
- Background and/or passion and knowledge of plants, soils and regional growing conditions.
- Able to sell proactively.
- Able to lift and carry 50 lbs.
- Must be available evenings & weekends.
- Punctuality and reliability.

Shoppe hours will vary with seasons and weather. Please be prepared to stay as late as necessary during the peak sales weeks. Potential for alternative hours at events and farm related events. Candidates must be able to thrive in a fast-paced sales environment and work well under pressure.