



We are a growing, creative, fast-paced team focused on helping people create stylish and sustainable outdoor living environments. This is a unique opportunity to be involved in a plant and design driven retail nursery, and as such, we are seeking creative, energetic, customer-focused and operations-minded individuals to join Madeline George in serving our customers and caring for our plants. Visit our website madelinegeorge.com to learn more about us and our mission.

Position: **Operations Assistant for Retail Garden Center & Nursery**
Position Type: Permanent Part-time position Monday – Friday 9am to 1pm
Hourly Wage: Depending on administrative and nursery experience and plant knowledge

Responsibilities:

- Embrace the vision of Madeline George and drive our mission and strategies
- Ensure superior customer service through our staff, operations, services, plants and products
- Create an inspirational, enjoyable and productive environment for our customers and our staff

Nursery Responsibilities:

- Greet and direct customers to plants, tools, supplies, amendments, etc.
- Assist customers with plant guidance and selection, and coach them on proper care and planting
- Complete nursery related tasks for the specific plant areas including watering, deadheading, pruning, fertilizing, transplanting and merchandising
- Identify plant needs and/or stress conditions and address with proper treatment or advise manager
- Process transactions on the POS system including holds and pick-ups
- Load and unload plants, hard goods and other products
- Assist with pricing, stocking and merchandising plants, hard goods and other products
- Assist managers with various operations tasks and provide back-up assistance as needed
- Follow company policies and procedures
- Acquire and share reliable knowledge about Treasure Valley gardening

Administrative Responsibilities

- Process daily office tasks including opening and directing mail, directing and responding to email, processing bank deposits, changing backup, troubleshooting computer related issues, maintain office and nursery supplies and equipment, maintain company forms, etc.
- Participate in weekly operations meeting to align and drive our marketing, merchandising and plant management efforts; prepare meeting agenda and keep meeting notes
- Coordinate weekly operations tasks with the managers and ensure completed including deliveries, receiving, labeling, stocking, nursery related projects and tasks, merchandising, signage, events, classes, workshops, daily tasks, etc.
- Enter customer information into Counterpoint daily and maintain accuracy of customer database;
- Respond to and process customer inquiries for products and services; prepare orders and quotes for products and services; track customer orders and advise upon receipt
- Process orders, returns and other transactions on POS system and troubleshoot issues
- Become proficient with Counterpoint POS to both process and provide proper training on opening, closing, cashier functions, customer functions and inventory functions
- Preparing weekly inventory management reports and review for errors, correcting same and providing training
- Assist with hiring process including posting positions, initial interviews, processing paperwork, providing employee orientation and counterpoint training;

- Prepare and maintain monthly work schedule; prepare and update weekly tasks lists and houseplant care list; update employee list; process staff communications; etc.
- Assist with preparation of merchandising and signage
- Assist the general manager, managers and designers to realize management efficiencies
- Be a dynamic resource to our team and customers using your skills to create an efficient and pleasurable work environment

Qualifications:

- Broad knowledge of ornamental plants and gardening in the Treasure Valley
- Interest in design, décor and creating outdoor environments
- Positive, can-do, creative, solution-oriented, initiative-taking and team oriented attitude
- Excellent ability to represent the business and interface with customers to exceed their expectations
- Excellent attention to detail coupled with a high level of accuracy in proofing and data entry
- Comfortable with repetitive type work and following procedures
- Excellent organization and time management skills
- Strong knowledge of Microsoft Office including word, outlook and excel; experience with cashiering and POS system
- 2 years experience in a retail garden center or nursery or similar retail environment
- 5 years experience in busy office environment with customer service interface
- Able to take direction, work independently and balance multi-tasking
- Ability to lift up to 25 pounds
- Ability to stand long periods of time and bend, lift and squat regularly
- Able to work outside in all types of weather year round
- Educational background, training, and certifications as applicable

Submit resume together with letter of introduction and interest via e-mail to Kecia Carlson at kcarlson@madelinegeorge.com