

	<b>Position Title</b>	Casual Nursery Retail Sales Assistant
	<b>Division</b>	Park Lane Nursery
	<b>Classification</b>	Grade 3 Supported Employment Services Award 2010
	<b>Employment Status</b>	Casual

*At Merriwa, our Dream, Purpose and Values guide the way we work together with our clients, customers and each other. By caring about our business and each other we can help more people in our community.*

### Our Dream

*We are part of a future where people of all abilities reach their potential and they feel respected, happy and confident.*

### Our Purpose

*We provide an environment which encourages people to reach their potential while delivering quality products and services to our customers and clients.*

### Our Values

*The Merriwa team has shared values which result in taking **PRIDE** in our work and our role in supporting our community.*

- **Prosperity:** We are successful in the provision of our products and services, and having a positive working environment
- **Responsibility:** We treat the Merriwa business like it is our own business
- **Integrity:** We are honest and work to high standards
- **Diversity:** We understand that every person has different abilities and we welcome, accept and celebrate our differences
- **Excellence:** We are committed to being the best we can be, every day, as we serve our clients and our customers.

### Position Summary

The Casual Nursery Retail Sales Assistant is responsible for the provision of exceptional customer service by assisting customers, selling plants and associated products, and ensuring correct product advice. The Casual Nursery Retail Sales Assistant is also responsible for ensuring products are maintained in optimum condition and are well presented.

Organisational Relationships	
<b>Reports to:</b>	Sales Team and Divisional Manager – Park Lane Nursery
<b>Reportees:</b>	Nil
<b>Key Internal Liaisons:</b>	Retail Staff Production Supervisor Employees of diverse abilities Disability Support Officers Merriwa Administration Team
<b>Key Internal Forums:</b>	Toolbox meetings

Areas of Responsibility
<p><b>The role:</b></p> <p>Working in the Retail Sales area of Park Lane Nursery &amp; Garden Centre the Casual Nursery Retail Sales Assistant will be responsible for assisting customers and selling plants and giftware. The Casual Nursery Retail Sales Assistant will also be responsible for general maintenance duties of displays such as watering and weeding plants. Part of the duties as Casual Nursery Retail Sales Assistant are:</p> <ul style="list-style-type: none"> <li>• Greeting customers as they enter the nursery.</li> <li>• Answering phone calls and walk ins, determine nature and purpose of contact, and directing persons to appropriate personnel if necessary.</li> <li>• (Be involved in) stock control and management, including stock take.</li> <li>• Assisting customers to find the goods and products they are looking for.</li> <li>• Answering customer questions and/or provide information in accordance with company policy.</li> <li>• Process cash and EFTPOS payments.</li> <li>• Reporting discrepancies and problems to the Sales team &amp; Divisional Manager.</li> <li>• Providing advice and guidance on product selection to customers.</li> <li>• General housekeeping duties (keeping the shop and nursery tidy and clean).</li> <li>• Pricing and labelling of stock (printing and attaching price tags to merchandise)</li> <li>• Dealing with customer complaints.</li> <li>• Reporting any suspected security issues.</li> <li>• Receiving and storing the delivery of stock, including the unloading of trucks.</li> <li>• Keeping up to date with special promotions</li> <li>• Plant and ground maintenance.</li> <li>• Assist with visual merchandising, and cross promotion.</li> <li>• Working in a safe manner, while adhering to OHS procedures as per company policy.</li> </ul>

Key Performance Indicators	
<b>Quality</b>	Dream, Purpose and Values application
<b>Health and Safety</b>	Comply with Occupational Health and Safety policy and procedures within work unit
<b>Ambassadorial</b>	Networking Image and Profile

**Qualifications and Experience**

**ESSENTIAL**

- Friendly disposition
- Horticultural knowledge
- Intermediate computer knowledge
- Current Victorian Driver's license
- Current Police Check

**KEY SELECTION CRITERIA**

**Knowledge and Skills**

- Experience in selling plants and allied garden products.
- A passion for plants and gardening
- Great people skills, and willingness to go the extra mile for your customer.
- Great problem-solving skills, flexibility, initiative, and ability to think outside the square.
- The ability to work autonomously as well as part of a team. Ability and willingness to take direction from the business leaders.
- Retail customer service and sales skills with the ability to upsell relevant items to add value to the customer's experience.
- Availability and reliability to work the agreed hours. Some weekend work will be required.
- An awesome attitude towards your work, your colleagues and the business and above all, a passion to see that the customer is always looked after.

**Skills and Attributes**

Due to the highly social nature of this role and considering that dealing with customers is the key responsibility, a successful Casual Nursery Retail Sales Assistant will require good interpersonal and communication skills, a helpful and friendly manner, and well-groomed personal appearance. Confidence in money handling, good problem-solving skills and above all the ability to work efficiently as part of a bigger team will also be necessary.

**Approved by:** .....

CEO

.....  
Date

**Accepted by:** .....

Divisional Manager

.....  
Date