



Job Description: **Assistant Manager**

Reports to: Nursery Manager/Garden Center Manager

Supervises: Department Sales Area Leaders
Cash Team
Hardgoods/Support Team

Position Purpose:

- A. Assisting Garden Center Manager and Nursery Manager in organizing and implementing strategy for the successful operation of the Garden Center.
- B. Coordinate with management team on goals for the day and facilitate in the execution of those goals.
- C. Provide back-up for management team in their absence.
- D. Provide back-up for Sales Area Leaders in their absence.
- E. Provide guidance to the teams regarding material placement, task priorities and customer service.
- F. Supervise and maintain a team of employees, trained in the correct procedures of customer service, sales and inventory control.
- G. Handle out of ordinary customer questions and conflict situations.
- H. Create a positive environment for the growth of employees and sales.
- I. Maintain a safe, clean, neat, organized and professionally pleasing facility.
- J. Set the pace for achieving company goals.

Key Job Responsibilities:

Customer Service

- 1. Ensure that Buchanan's consistently offers the best customer experience possible.
- 2. Monitor and respond to customer service problems and be able to identify areas needing immediate attention.
- 3. Develop and upkeep customer services that will help increase business and maintain present customer base.

Personnel Management

- 1. Direct staff on daily tasks and projects.
- 2. Professionally motivate, challenge, reward and recognize individual employees.



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3. Establish and maintain safety and security measures
 4. Establish and maintain productivity levels
 5. Monitor Sales Area Leader's job performance on a constant basis

Product Management

1. Layout – Organize, facilitate and maintain seasonal layout of Garden Center
2. Receiving – Coordinate staff according to company standard operating procedures (SOP) for efficient unloading and placement of retail goods. Monitor quality control of incoming merchandise.
3. Pricing – Coordinate all product pricing according to SOP.
4. Labeling – Direct the production, placement and retention of all labels for all inventory items.
5. Signage – Accountable for all signage and will ensure it meets BNP Quality standards.
6. Merchandising – Direct all merchandising of gifts, pottery, plants and related products to facilitate efficient use of space, traffic flow, customer excitement and max sales
7. Maintenance – Coordinate plant and product maintenance (watering, fertilizing, pest and disease control, pruning, weed control and overall appearance).
8. Quality Control – Ensure that the presentation of all plants and products is of the highest quality according to SOP. Ensure BNP monitors and records products taken from inventory due to poor quality.
9. Inventory – Ensure we conduct physical inventory on a regular basis according to SOP.
10. Advertising/Marketing – Provide input on current and future advertising and marketing strategies.

Back-Up/Coverage

1. Provide back-up and coverage for Nursery Manager and/or Garden Center Manager for their days off, lunches, interviews, field trips, scheduled (and unscheduled) time off, etc.



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2. Provide back-up and coverage for Sales Area Leaders for their days off, lunches, field trips, scheduled (and unscheduled) time off, etc.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Each BNP person is an integral part of the overall success. To keep BNP operating at an efficient, effective and profitable level, all BNP members are asked to assist in different areas of the operation and to perform tasks that are outside of their day-to-day responsibilities. However, *exceptional CUSTOMER SERVICE is every BNP employee and leader's #1 RESPONSIBILITY*