



Job Description: **Visual Merchandiser / Customer Service**

Reports to: Nursery Manager

Position Purpose: To create attractive and inspiring displays that sell while effectively and efficiently managing day-to-day Customer Service. Develop and unify Buchanan's visual style and personality.

Key Job Responsibilities:

Inventory Merchandiser

1. Work closely with SALs and management to create inspirational and creative displays based on the appropriate season and merchandise.
2. Create and maintain Photo Opportunities for Valentine's Day, Mother's Day, Fall Festival and Holiday Open House at least a month before the event.
3. Work with all departments and management to maintain and update key display areas.
4. Collaborate with buyers to develop merchandising plans and strategies for incoming products.
5. Keep displays stocked and fresh. Replacing sold merchandise as needed or changing entire display when needed.
6. Develop a merchandising "language" and train others in successful visual merchandising techniques.
7. Manage operations, train employees, and create seasonal grab and go container gardens at Plant Bar.
8. Top priorities: test and learn when merchandizing techniques succeed, ensure the front entrance is always attractive, constantly rotate/update key end caps and displays.
9. Lead and direct crews on large display projects, such as featuring pottery collections or fountains in front of the greenhouse and Bungalow.
10. Communicate/building relationships with all staff members to work towards the same store vision.
11. Problem solve and help teams place and find space for new products as they come onto the sales floor.

Customer Service

1. Merchandizing is your top priority, but it is always important to interact with customers to learn what they want and what makes them want to buy.
2. Learn and maintain POS & customer service skills and ensure compliance with all policies and procedures.

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 responsibility.