



Installing & Maintaining Sustainable Landscapes

## **Retail Manager**

**Job Objective:** Are you looking for a fulfilling occupation? Or looking for a change? Live, work, and grow with us in Balsam Lake, Wisconsin! We are looking for an enthusiastic, self-motivated team player who will represent our fast-growing retail business in the community. If you are someone who is an efficient problem solver and can engage with customers, we have an opportunity for you! Our Retail Manager Position is Full Time, Year Round!

1st QTR: 30-40 Hours a week, 2nd QTR: 40-55 Hours a week/weekends required, 3rd & 4th QTR: 35-40 Hours a week

### **Ideal Candidate Will:**

- ◆ Be Flexible to perform a variety of duties to support the needs of our growing retail business..... Be a Team Player!
- ◆ Participate in all aspects of the retail tasks– customer service, floor work, cashiering, sales, restocking, loading customers with products.
- ◆ Participate in weekly Monday Morning Leadership Meetings.
- ◆ Be Honest, Respectful, Self Motivated & Have the ability to Multi-Task! Direct, support and supervise staff daily.
- ◆ Day to Day Operations and Basic Maintenance of Store Property.
- ◆ Have the ability to learn the cash register functions, answer phone calls, take floral and landscape orders & messages for your team.
- ◆ Monitoring the financial performance of the store. Manages money and retail cash register systems.
- ◆ Engage with our customers, by assessing their needs and offering assistance whenever needed.
- ◆ Customer queries & complaints! Be responsible for ensuring staff gives great customer service.
- ◆ Employee representation, recruiting, creating training materials, supervising & appraising
- ◆ Retail employee interview and hiring
- ◆ Knowledge of job descriptions for our other positions and help with their work and delegate when needed
- ◆ Prepare schedules and assign duties for current employees
- ◆ Have business development skills and decision making abilities
- ◆ Coordinates and completes orders from placement to display
- ◆ Communicates with vendors on all aspects of products-errors, discrepancies, quality concerns, etc.
- ◆ Have advertising, marketing and social media knowledge
- ◆ Ability to be resourceful in answering customer questions about landscape, plants, hardscape items and guide the customer to the best solution suitable to the customers' goals
- ◆ Educating customers with their purchases, update signs, weekly specials for customers and staff.
- ◆ General nursery clean-up: raking yard of spilled mulch, picking up garbage from our grounds, sweeping, dusting, washing windows, restroom clean-up, take out garbage Winter will shovel front walkways
- ◆ Experience operating a tractor to load mulch, rock, dirt into vehicles and trailers. Work in all weather conditions, Handle 50lbs

### **Additional Preferred Qualifications:**

Management Experience 2 + Years, Sense of Humor

Great Time Management Skills,

Floral Design Certificate, Garden Center Experience

**Benefits:** 5 Paid Vacation Days, 5 Paid Holidays, 2 Paid Personal Days, Birthday Recognition, Employee Tenure Recognition Anniversary, Defined Contributions Package, IRA 3% Match, 20% +3%/Yr Store discount, Unemployment, Profit Sharing

**Job Type:** Regular Full Time      **Salary:** \$19.00-\$30.00

*Balsam Lake Pro-Lawn Inc. 916 Badger Dr. Balsam Lake, WI 54810*