



## JOB DESCRIPTION GREENHOUSE ATTENDANT

### POSITION DESCRIPTION: *Greenhouse Attendant*

#### 1.0 JOB DESCRIPTION SUMMARY

The purpose of this standard procedure is to establish and define the functional role, reporting relationships, duties, authority, responsibilities, job requirements, and measurements of performance of the position of Greenhouse Attendant at Horsting's Farm Market.

#### 2.0 REPORTING RELATIONSHIPS

2.1 The candidate for the Greenhouse Attendant position at Horsting's Farm Market is hired by the Owners and is expected to report to the Owners, while maintaining excellent communication with other department managers and fellow employees.

#### 3.0 REQUIREMENTS

##### 3.1 *Education & Certification*

Preferred: Horticultural/Hospitality certificate or equivalent an asset

##### 3.2 *Experience*

Novice to intermediate experience in a customer service-orientated environment; experience in a field production environment (with crop production knowledge) preferred. Training provided for first-time candidates.

##### 3.3 *Skill, Knowledge, and Abilities*

Greenhouse Attendants must be tidy, organized, dedicated and meticulous, and demonstrate the ability to work collaboratively with co-workers, while excelling at customer service. Must possess outstanding work ethic and integrity; considered an asset to have background knowledge of plants (flowers, vegetables, grasses, seeds, fertilizers, etc.).

##### 3.4 *Physical*

Body Positions: standing, walking, and bending.

Body Movements: lifting and carrying (up to 50 lbs), use of hands, eyes, arms, and voice.

The physical demands here are representative of those that must be met by the employee to successfully perform the essential functions of his/her job. While performing the duties of this job, the employee may be required to lift heavy objects while overall maintaining a clean, organized, and safe workspace.



## **JOB DESCRIPTION GREENHOUSE ATTENDANT**

### **3.5 *Mental***

Language requirements are reading, writing, spelling, and the ability to communicate clearly with visitors and fellow employees.

## **4.0 WORKING CONDITIONS**

Variation of work temperatures depending on the time of the year and the weather. As a Greenhouse Attendant, you will generally be situated throughout the Greenhouse.

## **5.0 ESSENTIAL FUNCTIONS**

- 5.1 The Greenhouse Attendant's primary role is to operate provide prompt and friendly service to all visitors, while competently assisting customers through product knowledge specific to our Greenhouse and garden-related items.
- 5.2 Greenhouse Attendants are expected to maintain the Greenhouse and its contents, in coordination with fellow staff, including merchandising.
- 5.3 Greenhouse Attendants must focus on the continued growth and success of the company by ensuring that they meet the established goals of the company. Please note that vacation time-off during peak season (late spring-early fall) is not permitted with this position.
- 5.4 Greenhouse Attendants must be flexible with their work schedule.

## **6.0 DUTIES AND TASKS**

- 6.1 Providing friendly and competent customer service to Greenhouse visitors, working with co-workers and other departments when necessary.
- 6.2 Operating in various areas such as: customer service and merchandising; expected to comprehend and sign-off on knowledge of any Greenhouse equipment – that equipment is maintained and clean, and complete safety checklists; expected to report any/all damage or safety concerns to the Owners.
- 6.3 Sharing a thorough understanding regarding plants, soil, fertilizers, etc. with visitors and co-workers alike, and can upsell Greenhouse products to minimize loss while providing an excellent customer experience.
- 6.4 Ensuring that the work areas are kept clean and tidy, that work area supplies and products are well-stocked as needed, and position expectations are being followed.



## **JOB DESCRIPTION GREENHOUSE ATTENDANT**

- 6.5 Ensure that greenhouse product such as, pots, soils, fertilizers are merchandised accurately and sellable. Ensure plants and baskets are watered. Ensure proper signage is up and discussion of sales on items are implemented. Assisting in seasonal decorating, sales, merchandising, and displays.
- 6.6 Assisting Greenhouse Cashiers with cleaning and restocking, when necessary/able.
- 6.7 Must have a positive, friendly, and helpful approach when dealing with fellow employees, as well as with customers who have questions about product, orders, or any other customer inquiries/complaints, effectively listening to and resolving customer complaints by indulging in upselling activities, bringing any unsolvable/escalating situations to the attention of management when necessary.

### **7.0 MEASUREMENTS OF PERFORMANCE**

- 7.1 Demonstrates the ability to tactfully handle difficult situations and problem solve.
- 7.2 Consistently shows the ability to recognize and deal with the priorities of the tasks assigned.
- 7.3 Consistently demonstrates the ability to work as a team member and promotes professionalism within the workplace.
- 7.4 Consistently demonstrates a good work ethic and punctuality.
- 7.5 Actively helping the company grow and excel through exemplary product knowledge and customer service.
- 7.6 Ensures equipment used is maintained and used in a safe and proper manner.

### **8.0 APPLICATION & POSITION DETAILS**

- 8.1 Part-time attendant positions available.
- 8.2 Free lunch per shift.
- 8.3 Must have reliable transportation.

**To apply for this position: Please send your cover letter & resume/CV to: [horstingsmarketing@gmail.com](mailto:horstingsmarketing@gmail.com) by Wednesday May 10<sup>th</sup>, 2023.**