Seasonal Retail Associate - Garden Shop

Tower Hill Botanic Garden, PO Box 598, Boylston MA  01505   508-869-6111

<table>
<thead>
<tr>
<th>Direct Manager:</th>
<th>Judy Coughlin</th>
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<tbody>
<tr>
<td>Department/Group:</td>
<td>Garden Shop</td>
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<tr>
<td>Job Category:</td>
<td>Non-Exempt</td>
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<td>Seasonal</td>
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<td></td>
<td>Part-time</td>
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<tr>
<td>Location:</td>
<td>Boylston, MA</td>
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<tr>
<td>Travel Required:</td>
<td>No</td>
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<tr>
<td>Salary or Rate Range:</td>
<td>$15.00 per hour</td>
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<tr>
<td>Contact</td>
<td>Judy Coughlin</td>
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<td></td>
<td><a href="mailto:jcoughlin@towerhillbg.org">jcoughlin@towerhillbg.org</a></td>
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<tr>
<td>Date posted:</td>
<td>9/8/21</td>
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<td>Posting Expires:</td>
<td>12/1/21</td>
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Tower Hill Botanic Garden believes diversity in nature promotes a healthy, vigorous garden. We believe that diversity among our staff promotes a healthy work environment and a vigorous organization. We recruit, employ, train, compensate and promote regardless of race, religion, color, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law. We believe in diversity of race, gender identity, sexual orientation, religion, ethnicity, national origin, ability, and all the other traits that make us unique. Tower Hill is an equal opportunity employer.

The Retail Associate reports directly to the Garden Shop Manager and works with a team of associates to provide our guests with garden and botanical-based products that will serve to enhance their interest and appreciation of the natural world, as well as their visit to Tower Hill Botanic Garden. The Ideal candidate will possess strong retail sales experience in a small, customer-focused environment. This Seasonal position requires availability October through December 2021. There is the potential of permanent status in 2022.

**Responsibilities**

- Providing an inclusive welcome for all guests as they enter the Garden Shop
- Creating a memorable guest experience
- Utilizing excellent sales skills while assisting guests
- Houseplant sales, care and knowledge
- Demonstrated familiarity with Tower Hill Membership Levels and benefits
- Demonstrated knowledge of Tower Hill attractions and events.
- Accurately processing cash, check, and credit card transactions
- Keeping the Garden Shop displays clean and stocked, dust-free and appealing
- Pricing merchandise and completing necessary paperwork
- Maintaining stockrooms in an organized and safe manner
- Other duties as assigned

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Schedule

The Garden Shop Associate position is part-time, seasonal, hourly, and non-exempt from overtime. The Garden Shop is staffed any time that the gardens are open to the public. The position has a flexible schedule that includes nights and weekends during our evening lights events. A typical shift is 6 hours, 4:30PM – 10:30PM. The number of shifts per week is flexible. The work schedule for each month is typically set well in advance.

Qualifications

- High school diploma or equivalent.
- Minimum of one year customer service experience required.
- Friendly outgoing demeanor with excellent communications skills.
- Ability to work in a fast-paced, busy environment.
- Experience with Versai a plus.

Physical Demands / Working Conditions:

- Must be able to bend, squat, kneel, stand, and walk for extended periods of time.
- Must be able to lift up to 25 pounds.
- Must be able to work with appropriate computer and communications equipment.

Note: These have been identified as essential functions as required by the Americans with Disabilities Act.

How to Apply

- Send a cover letter and resume to jobs@towerhillbg.org or stop at Tower Hill, 11 French Drive, Boylston MA to complete an application.
- No phone calls, please.

All Tower Hill employees must be fully vaccinated by October 1 or be approved by the employer to not be vaccinated for medical or religious reasons and be tested weekly.

Rev 9/8/2021