

Position Description

Position Title:	Sales Assistant and Nursery Hand
Business Group:	ASQ Garden and Landscape Pty Ltd
Reports to:	Site Manager/ Nursery Manager/ Yard Manager
Department:	Nursery/ Yard
Classification:	General Retail Industry Award (Level 1 & 3)

Company Overview

ASQ Garden & Landscape is a locally owned and operated business supplying a large range of landscaping and horticultural needs for the novice gardener through to the professional landscaper. Operating three unique sites across Central Victoria, our landscape supply yards, and garden nurseries located in Bendigo, Castlemaine and Maryborough are presented and maintained to the highest industry standard. Our sites are operated by professional, qualified staff who deliver expert advice, knowledge and services to our retail and trade customers.

Position Overview

The Sales Assistant/Nursery Hand is responsible for the safe and efficient daily operation of the nursery, providing a high level of customer service and appropriate horticulture advice, ensuring products are maintained in optimum condition and are well presented and ensuring compliance with ASQ's Workplace Health, Safety and Environment Management System.

The General Retail Industry Award- Level 1 or 3 will apply to the role based on the employees' skills and experience against the classification descriptor.

Key Responsibilities

A. Level 1

1. Ensure compliance with ASQ's Document Management System [Workplace Health, Safety and Environment (WHSE) & Operational]

The Sales Assistant/ Nursery Hand – Level 1 employee is responsible for complying with all ASQ Policies and procedures according to our Operational and WHSE Management Systems.

Responsibilities at Level 1 include, but are not limited to:

- Adhering to ASQ policies and procedures.
- Compliance with the ASQ WHSE Management System.
- Adhering to the Guidelines for Nursery and Giftware's.
- Attending prestart meetings where required.
- Attending toolbox talks where required.

2. Daily Operation of the site

The Sales Assistant/Nursery Hand – Level 1 is responsible for the safe and efficient daily operation of the site and providing a high level of customer service.

Responsibilities include, but are not limited to:

- Providing a high level of customer service and the correct and appropriate advice is given to the best of their ability.
- Ensuring the daily operation of the site runs according to standard procedures/tasks, such as, sales/laybys, purchases/transfers, adding/editing customers, adding/editing gift cards, customer deliveries/truck scheduler.
- Recording throw outs.
- Ensuring daily tasks are completed as directed by the Supervisor.
- Ensuring products and display areas are maintained to a high standard and in optimal condition.
- Implement directives from the Site Manager/ Nursery Manager/ Yard Manager including the daily operation, creating a sales-oriented environment (on selling and impulse buying) and maintaining site presentation/appearance as per the standards set in the Visual Merchandising Manual.
- Maintain a clean and orderly workplace.
- Asset management in OneHub (prestart) where required.
- Attend Garden & Landscape meetings as required.
- Perform yard duties or driver duties as required.

B. Level 3

1. Ensure compliance with ASQ's Document Management System [Workplace Health, Safety and Environment (WHSE) & Operational]

The Sales Assistant/ Nursery Hand – Level 3 employee is responsible for complying with all ASQ Policies and procedures according to our Operational and WHSE Management Systems. Other indicative tasks may include Senior Sales Assistant/ Nursery Hand including occasional/ designated second-in-charge to a supervisor.

Responsibilities at Level 3 include, but are not limited to:

- Adhering to ASQ policies and procedures.
- Compliance with the ASQ WHSE Management System.
- Adhering to the Guidelines for Nursery and Giftware's.
- Attending prestart meetings where required.
- Attending toolbox talks where required.

2. Daily operation of the site

The Sales Assistant/Nursery Hand – Level 3 is responsible for the safe and efficient daily operation of the site and providing a high level of customer service.

Responsibilities include, but are not limited to:

- Providing a high level of customer service and the correct and appropriate advice is given to the best of their ability.
- Ensuring the daily operation of the site runs according to standard procedures/tasks (such as opening/closing of site, sales/laybys/purchases/transfers, adding/editing customers,

- adding/editing gift cards, managing discounts, managing donations, customer deliveries/truck scheduler, cash reconciliation or other tasks as required).
- Recording throw outs and mark downs.
 - Ensuring daily tasks are completed as directed by the Supervisor.
 - Ensuring products and display areas are maintained to a high standard and in optimal condition.
 - Implement directives from the Site Manager including the daily operation, creating a sales-oriented environment (on selling and impulse buying or other tasks as required) and maintaining site presentation/appearance as per the standards set in the Visual Merchandising Manual.
 - Implement directives from the Site Manager including the daily operation, creating a sales-oriented environment (sales, on selling and impulse buying or other tasks as required) and maintaining site presentation/appearance and standards set by the Visual Merchandising Manual.
 - Liaising with the Site Manager regarding maintaining the UENS database.
 - Responsible for the opening and or closing of the site.
 - Maintain a clean and orderly workplace.
 - Asset management in OneHub (prestart, faults, fuel entries) where required.
 - Attend Garden & Landscape meetings as required.
 - Perform yard duties, truck driver/ loader operator duties as required.

Key Selection Criteria

1. Must have proven retail experience.
2. Knowledge/ experience in nursery and landscape products.
3. Experience using Point of Sales (POS) systems.
4. Ability to work weekends and public holidays as required.

Education, Certification and Licences required:

5. Relevant tertiary qualification in Horticulture or appropriate industry training courses.
6. Sales Loader license/ experience (desirable).
7. Valid driver's license (preferably manual).

Personal Skills / Attributes Required:

8. Safety Conscious.
9. Strong work ethic.
10. Fit for work, according to the position.
11. Highly motivated with a positive attitude.
12. Demonstrated ability to contribute to a team in a professional and collaborative manner.
13. Sound literacy, numeracy and IT skills.
14. Strong attention to detail.
15. Excellent communication and interpersonal skills.
16. Excellent time management, organisational and customer service skills.
17. Ability to work under pressure and meet deadlines/ customer requirements.

Key Contacts

- Garden & Landscape General Manager

- Garden & Landscape Site Managers
- Garden & Landscape Nursery/ Yard Managers
- Garden & Landscape Site Supervisors
- Garden & Landscape Workers
- Customers
- Suppliers
- Other ASQ management and workers

We acknowledge this information adequately describes the role, but it is understood all employees of ASQ have a responsibility to contribute to the advancement of the organisation by undertaking other assignments and projects as required. This position description is subject to review and amendment at any time, as appropriate.