



Position Description

Position Title:	Sales Assistant / Nursery Hand
Business Group:	ASQ Garden and Landscape Pty Ltd
Reports to:	Site Supervisor
Department:	Nursery
Classification:	General Retail Industry Award (Level 1, 2 & 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 four unique sites across Central Victoria, our landscape supply yards and garden nurseries located in Bendigo, Harcourt, 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 SUMMARY

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, 2 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 (inductions, take 5's, incident reporting, SWMS, risk assessments, RAC, SWP's, site inspections, subcontractor management, participate in training etc.)
- Adhering to the Guidelines for Nursery and Giftwares
- Attending prestart meetings where required
- Attending toolbox talks where required

2. Daily Operation of the site

The Sales Assistant/Nursery Hand at this level 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 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.

B. LEVEL 2

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

The Sales Assistant/ Nursery Hand (Level 2) employee is responsible for complying with all ASQ Policies and procedures according to our Operational and WHSE Management Systems.

Responsibilities include, but are not limited to:

- Adhering to ASQ policies and procedures
- Compliance with the ASQ WHSE Management System (all inductions, hazard reporting, take 5's, incident reporting, SWMS, risk assessments, RAC, SWP's, site inspections, subcontractor management, emergency response/code red, traffic management, first aid management, LOTO, participate in training etc.)
- Adhering to the Guidelines for Nursery and Giftwares
- Attending prestart meetings where required
- Attending toolbox talks where required

2. Daily operation of the site

The Sales Assistant/Nursery Hand (Level 2) 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 and banking etc.).
- 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 etc.) 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 etc.) 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 (prestarts, faults, fuel entries etc.) where required.
- Attend Garden & Landscape meetings as required.

C. 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.

Responsibilities include, but are not limited to:

- Adhering to ASQ policies and procedures.
- Ensuring workers adhere to ASQ policies and procedures.
- Compliance with the ASQ WHSE Management System (all inductions, hazard reporting, take 5's, incident reporting, SWMS, risk assessments, RAC, SWP's, site inspections, subcontractor management, emergency response/code red, traffic management, first aid management, LOTO, participate in training etc).
- Adhering to the Guidelines for Nursery and Giftwares
- Preparing and attending prestart meetings where required
- Preparing and attending toolbox talks where required

2. Daily operation of the site

The Sales Assistant/Nursery Hand (Level 3) is responsible for overseeing the safe and efficient daily operation of the site and its workers.

Responsibilities include, but are not limited to:

- Ensuring a high level of customer service is provided and the correct and appropriate advice is given.
- Ensuring the daily operation of the site runs according to standard procedures/tasks (such as opening/closing of site, sales/purchases/transfers, customer deliveries/truck scheduler, cash reconciliation and banking etc).
- Creating a daily task list for workers and providing direction accordingly
- Ensuring products and display areas are maintained to a high standard and in optimal condition
- Ensuring all products are labelled and priced accurately including off located displays i.e. potting mix etc.
- Implement directives from the Site Manager including the daily operation, creating a sales-oriented environment (on selling and impulse buying etc.) and maintaining site presentation/appearance as per the standards set in the Visual Merchandising Manual.

- Liaising with the Site Manager regarding maintaining the UENS database (receiving and entering stock, stock transfers, pricing, new/amended products).
- Regularly communicate with the Site Manager regarding all aspects of the site (workers, issues, products, new ideas etc).
- Purchase stock as required and in conjunction with the Site Manager
- Ensuring workers maintain a clean and orderly workplace
- Asset management in OneHub (prestarts, faults, fuel entries etc.) where required
- On call for alarm company call outs/issues
- Managing absenteeism (on rostered shifts)
- Attend Garden & Landscape meetings 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. Loader license/experience (desirable)
7. Valid drivers license (preferably manual)

Personal Skills 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 Site 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.