

Position Description

Position title: Sales Assistant Garden & Landscape	
Business group: ASQ Garden & Landscape Pty Ltd	Department: Garden & Landscape
Reports to: Site Manager Garden & Landscape	Supervises: n/a

ASQ Garden & Landscape is an integral division within the ASQ group, providing a professional network of retail and trade outlets. We distribute many of our own products and complement this with other quality garden and landscape products, to provide an extensive range for our customers. Our Garden & Landscape sites are presented and maintained to the highest industry standard and operate under professional, qualified staff who deliver expert advice, knowledge and services.

Position summary

The Sales Assistant Garden & Landscape is responsible for the provision of exceptional customer service in selling and promoting landscape supplies, plants and associated products, ensuring correct product advice and pricing always. The Sales Assistant Garden & Landscape is also responsible for ensuring products are maintained in optimum condition and are well presented.

This may be a full time, part time or casual position.

Summary of key roles and responsibilities:

- Ensure compliance with ASQ (WHSE) Management System
- Provide exemplary customer service and appropriate advice
- Ensure all nursery products are maintained and presented in optimum condition

Required knowledge, skills and abilities:

- Proven retail experience
- Positive & confident customer interaction
- Must be highly motivated
- Excellent communication & interpersonal skills
- Exemplary personal presentation
- POS knowledge/experience an advantage
- Good organizational skills
- Must be able to follow directions
- Strong work ethic
- Fit and healthy
- Able to work days, evenings, and weekends as necessary

Required education and certifications:

- Valid driving licence (preferably manual)



Key contacts:

- Garden & Landscape Staff
- Customers
- Delivery Drivers
- Senior Staff and Site Manager
- Senior Management
- Sales Personnel

We acknowledge this information adequately describes the role of the position, 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, and as approved by the Directors.

Details of key roles and responsibilities

1. Ensure compliance with ASQ (WHSE) Management System

The Sales Assistant Garden & Landscape is responsible for complying with all ASQ policies and procedures according to the ASQ (WHSE) Management System

- Attend toolbox meetings

2. Provide exemplary customer service and appropriate advice

The Sales Assistant Garden & Landscape is responsible for providing exceptional customer service in a timely manner.

- Ensure all customers are served in a timely manner and acknowledged as soon as possible
- Providing correct and appropriate advice to customers in respect of plant and landscape knowledge
- Provide plant and landscaping ideas to customers
- Ensure all directives from Senior Staff and Site Managers are understood and followed
- For customer orders ensure all customer details are taken to ensure correct product ordered and dispatched
- Complete sales at the register using our UENS point of sale program
- Ensure all paperwork is completed in respect of invoices, transfers and purchases etc.

3. Ensure all nursery products are maintained and presented in optimal condition

The Sales Assistant Garden & Landscape is responsible for maintaining and routinely checking gardens and displays ensuring they are always well presented.

- Ensure displayed plant stock is healthy and free of dead leaves etc.
- Maintain and routinely check nursery displays to ensure plants are maintained to their best possible presentation
- Ensure watering, weeding and raking are undertaken daily to maintain plant life and nursery cleanliness
- Assist with all incoming stock checked for quality and quantity as well as putting stock into nursery