

Position Description

Position title: Site Manager	
Business group: ASQ Garden & Landscape Pty Ltd	Department: Garden & Landscape
Reports to: Managing Director	Supervises: Site workers

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:

Reporting to the Managing Director, the Site Manager is responsible for managing all workers within their respective Garden & Landscape site, ensuring the safe and efficient operation of the site, as well as managing product lines and overseeing purchases within budget.

This is a full-time position.

Summary of key roles and responsibilities:

- Ensure compliance with the ASQ Document Management System (Operational and WHSE)
- Management of site workers
- Overseeing the daily operation of the site
- Management of sales and purchases

Required attributes:

- Safety-conscious
- Proven retail experience
- Excellent communication and interpersonal skills
- Excellent time management and organisational skills
- Strong leadership skills
- Experience with point of sale systems
- Exceptional customer service skills
- Strong work ethic
- Highly motivated with a positive attitude
- Demonstrated ability to contribute to a team in a professional and collaborative manner
- Ability to work under pressure and meet deadlines/customer requirements
- Sound literacy, numeracy and IT skills
- Strong attention to detail
- Ability to work weekends and public holidays as required

Required experience, education and certifications:

- Retail and retail management experience
- Tertiary Management/Business qualification or equivalent advantageous
- Training and mentoring experience advantageous
- Knowledge/experience in nursery and landscape products advantageous
- Valid driving licence (preferably manual)

Key contacts:

- Garden & Landscape Site Managers
- Garden & Landscape workers
- Managing Director
- Customers
- Suppliers
- Other ASQ Site Managers/Supervisors
- Other ASQ management and workers

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 the ASQ Document Management System (Operational and WHSE)

The Site Manager 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 all Garden & Landscape workers adhere to ASQ policies and procedures
- Compliance with the ASQ WHSE Management System
- Attending/preparing prestart meetings as required
- Attending/preparing toolbox talk agenda and completion of record as required
- Attending WHSE Committee Meetings as required

2. Management of site workers

The Site Manager is responsible for managing all Garden & Landscape workers within their site.

Responsibilities include, but are not limited to:

- Managing site rostering, ensuring skills and cost efficiency are considered
- Recruiting and inducting new workers, liaising with the HR Manager where required
- Managing/approving timesheets, overtime and leave requests
- Managing performance issues
- Completing performance reviews
- Training, developing and mentoring all workers as required
- Managing uniform and PPE gear as required
- Communicating and meeting with workers on a regular basis
- Attending and coordinating other workers, where required, for Garden & Landscape meetings
- Relieving workers where required

3. Overseeing the daily operation of the site

The Site Manager is responsible for overseeing the safe, efficient and effective operation of the site.

Responsibilities include, but are not limited to:

- Ensuring workers provide a high level of customer service, being polite and helpful and ensuring 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.)
- Ensuring products are maintained to a high standard and in optimal condition
- Providing direction and collaborating with the Marketing Coordinator regarding site promotions and presentation
- Managing and maintaining the UENS database regarding Garden & Landscape pricing, new/amended products
- Asset management as required

4. Management of sales and purchases

The Site Manager is responsible for monitoring and reporting on sales/purchases and providing cost effective solutions for the site.

Responsibilities include, but are not limited to:

- Overseeing the purchasing of stock within budget
- Negotiating purchases with suppliers
- Providing direction on product lines
- Monitoring in store and online sales
- Attending Management Meetings with the Managing Director
- Providing monthly reporting to the Managing Director