

Position Description

Position title: Supervisor - Nursery	
Business group: ASQ Garden & Landscape Pty Ltd	Department: Nursery
Reports to: Site Manager	Supervises: Sales Assistant/Nursery Hand

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 Supervisor is responsible for the safe and efficient daily operation of the nursery, including overseeing workers, providing a high level of customer service and ensuring products are maintained in optimum condition and are well presented.

This may be a full-time position.

Summary of key roles and responsibilities:

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

Required attributes:

- Safety-conscious
- Fit for work, according to the position
- 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:

- Relevant tertiary qualification in Horticulture or appropriate industry training courses
- Proven retail experience
- Knowledge/experience in nursery and landscape products
- Training and mentoring experience (desirable)
- Sales loader licence/experience (desirable)
- Valid driving licence (preferably manual)

Key contacts:

- Garden & Landscape Site Managers
- Garden & Landscape Supervisors
- Garden & Landscape workers
- Customers
- Suppliers
- 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 Supervisor – Nursery 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 (inductions, hazard reporting, take 5's, incident reporting, SWMS, risk assessments, RAC, SWP's, site inspections, subcontractor management, participate in training etc.)
- Preparing/attending prestart meetings where required
- Preparing/attending toolbox talks where required

2. Overseeing the daily operation of the site

The Supervisor – Nursery 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 (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 (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
- Attend Garden & Landscape meetings as required