



Sales Assistant - Full Time, Permanent

Department: Planteria

Salary: To be negotiated depending on experience.

Working Hours: Saturday to Friday, rota system in operation - Hours vary with seasons.









Responsible To: Planteria Manager

Purpose of Job: To ensure the garden centre provides a quality customer service by providing goods and technical assistance.



Main Activities, Duties and Responsibilities.

Reporting to the department manager you will provide a high level of customer service with good merchandising skills and offer a high standard of customer sales, advice and service. Attention to detail and the ability to present a wide range of goods to high standards of retailing.

-  **Customer Advice:** To provide sound advice on the selection and purchasing of all 'green' stock and other goods to all customers.
-  **Plant Husbandry:** To assist the plant manager in watering, feeding, cleaning, checking for pests and diseases of all 'green' stock.
-  **Maintenance of Department:** To assist the plant manager in all aspects of maintenance in the planteria.
-  **Merchandising:** To assist the plant manager in re-stocking the plant area. Includes ordering and unloading plant deliveries through to final display in the plant department.
-  **Customer Queries:** Respond to complaints and queries relating to 'green' stock and to provide a general horticulture advisory service to the general public.
-  **Business Development:** Contribute to plans, strategies, reports and policies for the marketing of plants at Cowell's Garden Centre.
-  **Health and Safety:** Ensure all relevant and current health and safety legislation is adhered to.
-  Any other duties as may be assigned by the Manager or any other department manager.

General

The post holder must have adequate knowledge and relevant experience of garden centre or similar retail practices. Good knowledge and experience of horticulture would be preferred.