Garden Spot Phone Assistant/Assistant Cashier - Job Description.

Position Description: As the Phone Assistant/Assistant Cashier, the primary focus is courteous customer service and accuracy. One must be polite and positive, greeting customers as they call on the phone or entering the shop. On the phone, answer with a friendly greeting. “Good Morning. Thanks for calling Garden Spot, how can I help you?” D

When needed to stand in for head cashier, or when the number of customers (2 or more waiting) warrants opening the second register, serve as Assistant Cashier. Assistant Cashier must be careful to ensure that each item on the ticket is accurately entered into the cash register. The attention to detail and accuracy in this role is essential for the viability of the business. Familiarity with product pricing is most helpful. Promptly notify Day Manager/Manager of any potential pricing issues or conflicts.

Assist with the upkeep of the shop. This position must successfully interact with the Manager, Day Manager, Sales Associates and other Garden Spot staff.

Reports to: Day Manager

Skill set and educational requirements for position:

* Customer service and retail sales experience
* Able to represent Garden Spot in a courteous and professional manner.
* Able to operate in a stressful and fast-paced environment.
* Good organizational skills and ability to multi-task.
* Servant hearted, others first team player.
* Proficient in oral and written communications.

Duties and Responsibilities:

* Be attentive to answer the phone within two rings.
* Be continuously attentive to customer and their needs. Get the appropriate person for technical questions. (eg plant expert for plant questions) For inventory/in stock questions, ensure the accuracy of the information being provided to the customer. Go see for yourself what is in stock. Ask the Day Manager/Manager on materials that may be out of stock. For out of stock materials, either ask plant expert for alternatives to suggest to the customer, and/or, offer to add their request to the order book.

If adding an order to the order book, be certain that you are specific about the plant and all details.

* Thank customers for their business. (eg Thanks for shopping with us! Thanks for your business! Come again!)
* Use appropriate manners when address customers and others. (eg Yes Ma’am/Sir; When someone says thank you, reply with “My pleasure.” Or “Your welcome.”)

When not on the phone or checking out customers:

* + Take initiative to maintain the appearance and upkeep of indoor area.
    - sweep break room floor before 11am and around 5pm.
    - check bathroom /restock paper supplies around 1pm and before close of business.
    - Restock drink cooler
    - Check/take out trash
    - Assist Head Cashier with other cleaning duties as needed.
  + Assist with watering plants inside. Ask Day Manager for watering instructions.
  + Ask Day Manager/Manager of other ways that you can help. There is ALWAYS something to do.
  + Assist head cashier in keeping non-plant products and pots stocked.
  + Support and assist Head Cashier as required and as requested.
* Assist Day Manager and Sales Associates with entering complete customer information into ‘Order Book’.
* Assist Day Manager and Sales Associates with entering complete customer information into ‘Pick-up Book’. When asked to assist, ensure that Pick-Up and Delivery products placed behind the building or in the rear fenced area and have appropriate tags and customer information.
* Assist head cashier in ensuring that no staff other than cashiers and manager are congregating behind the counter area.

When no other customers are present:

* If directed by Day Manager/Manager, assist with product pricing.
* Ask for appropriate assistance for other staff team members.
* Other duties as may be assigned.

Limits of Responsibility:

* Refer customer complaints/concerns to Day Manager.
* No decision making authority with respect to customers; no delegating or directive authority over other staff team members.
* Refer any customer questions about plants or other products to appropriate sales staff. (eg Let me get someone to help you with that question.) Do not respond with direct information yourself. Do not say the word ‘NO’/ ‘’We don’t have..” in any form or fashion!
* Do not redecorate or move products unless directed by Day Manager/Manager/Merchandiser.

Work Hours: Adhere to the assigned schedule and work hours. Alert Manager/Owner of any schedule conflicts as far in advance as possible. Do not make ask someone else to cover a shift. If sick, alert Manager/Owner asap.

Arrive 10 minutes before designated start time. If working til close, the day does not end until the Assistant AND Head cashier have both completed all duties.