



## **Garden Center Manager Responsibilities**

The Garden Center Manager is responsible for keeping the garden center running smoothly in alignment with the goals and values of the company. Their primary job is team development and organization. They work with their department leads on staffing and training, hold leads and their teams accountable, mediate conflict between teams, and find resolutions that allow garden center activities to progress in a way that takes into account the goals and challenges of all involved departments. They work with the department leads to determine seasonal objectives and help plan and execute activities that will accomplish the objectives. They work as the liaison between their team and upper management, advocating for employee ideas, process changes, and compensation, while enforcing company policies and directives. They also ensure the equipment, grounds, and buildings are being kept in good repair and are transitioned between seasons appropriately.

### **Position Expectations:**

- Define objectives for the garden center by working with department leads to identify and evaluate trends, review options, and choose a course of action
- Accomplish objectives by managing staff, planning group tasks and evaluating outcomes
- Maintain staff by recruiting, interviewing, evaluating and developing individuals through internal and external training and growth opportunities
- Provide coaching, counsel, and discipline to department leads and their teams
- Ensure a safe working environment and positive team culture
- Maintain good customer service and product quality
- Recommend policy and procedure development to management
- Communicate and enforce company policies and procedures
- Contribute to team effort by resolving issues as they arise and helping out as needed

### **Daily Tasks:**

- Open and close the garden center; coordinate opening, closing, and other management responsibilities for days off
- Check in with department leads to make sure their departments are running smoothly and give them an opportunity to bring up any problems they might be

having with staffing, other departments, or tools and resources. This can be done informally, in a 5-10 minute conversation. When conducted daily this allows for open communication and timely resolution of problems

- Coordinate courtesy staff with department leads that need help and follow up to ensure tasks are being completed
- Resolve customer complaints and follow up with affected team members
- Retail sales and support as needed

### **Weekly Tasks:**

- Schedule garden center staff
- Coordinate and conduct department lead meetings as is seasonally appropriate
- Coordinate and conduct staff meetings as is seasonally appropriate
- Keep in communication with other managers to make sure things are running smoothly between locations

### **Seasonal Responsibilities:**

- Determine staffing needs, participate in recruitment opportunities, review applications, and conduct interviews with the help of department leads
- Conduct team member development discussions and evaluations with the help of department leads
- Lead team development through SWOT, goal-setting exercises, and outside training opportunities
- Monitor greenhouse, garden center, and nursery yard infrastructure and coordinate repairs and purchasing equipment and supplies with management
- Work with merchandisers and department leads to coordinate staff in executing seasonal garden center changes
- Quarterly water sampling for well monitoring
- Ensure vehicles and equipment is in good repair (radios, hoses, etc.)
- Consult with buyers on seasonal ordering as needed

### **Commitment Expectations:**

The April-June time period is Campbell's busiest season. For example, Campbell's sales on one May weekend may exceed the sales from the entire month of January or February. Therefore, it is critical that we are appropriately staffed to meet and exceed the expectations of our customers. For that reason, you will be scheduled and expected to work weekends during the time period of April-June unless otherwise arranged. The first two weeks of May, including Mother's Day weekend, are Campbell's busiest weekends of the year. You will be scheduled and expected to work both Saturday and Sunday during these weekends.