

Chard Plant & Garden Centre Limited

Shop Assistant

Chard Plant & Garden Centre is based on the outskirts of Chard. We are a small independent Garden Centre, and we pride ourselves in providing an excellent service for our customers. We like to go the extra mile from loading compost for customers to providing plant knowledge and advice and gift-wrapping plants free of charge. The Potting Shed Café sits within Chard Plant & Garden Centre Limited. The Garden Centre also has the Potting Shed Café which hold a 5* Hygiene rating .

ROLE: Garden Centre Shop Assistant – 1 day per week with possible additional hours 9.00am to 5.00pm with half an hour unpaid lunch break.

A garden centre shop assistant job description typically a mixed role. As we open 7 days a week: weekend and Bank Holiday working will be a requirement of this role during peak season periods March, April & May.

Key Responsibilities

- **Customer Service:** Greeting customers, providing friendly face with a level knowledge about the products available. Handle customer inquiries and complaints with a friendly and professional attitude.
- **Merchandising and Stock Management:** Receiving deliveries, unpacking and pricing stock, replenishing shelves and displays, and creating attractive and inviting product arrangements.
- **Till Operation:** Operating the cash register or point-of-sale (POS) system, handling cash and card transactions, and processing returns/refunds.
- **General Housekeeping:** Take pride in maintaining a clean, tidy, and safe working environment in all areas of the garden centre shop.
- **Teamwork and Flexibility:** Supporting colleagues in different departments as needed and being willing to take on a variety of tasks.
- **Health and Safety:** Adhering to all relevant health and safety procedures, especially when using equipment or handling heavy items.

Essential Skills and Qualities

- **Customer-Focused Attitude:** A friendly, positive, and approachable personality with excellent communication and interpersonal skills.
- **Reliability and Motivation:** A strong work ethic, attention to detail, and the initiative to notice when something needs doing and getting it done.

- **Flexibility:** The ability to work outdoors in all weather, including weekends and bank holidays, which are typically the busiest periods for garden centres.

This role is ideal for someone who enjoys an active job, loves working with people and plants, and thrives in a Garden Centre setting.

Qualifications & Skills

- **Experience:** Previous experience in a retail environment, or a customer-facing role is preferred, but not always essential as on-the-job training will be provided.
- **Qualifications:** Preferred - to have some form of horticultural qualification or evidence of study.
- **Communication:** Excellent verbal communication and interpersonal skills to interact positively with customers and colleagues.
- **Adaptability:** Ability to multitask and work efficiently.
- **Reliability:** Punctual, reliable, and a committed team player.
- **Attention to Detail:** Strong attention to detail, particularly when giving customers change and pricing stock.
- **Knowledge:** Basic maths skills for handling payments;
- **Physical Stamina:** Ability to be physically active for long periods and stand for the duration of a shift.

In return we offer:

Staff uniform

Generous Staff Discount

Pension Scheme for those eligible

Free Parking