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***Retail Associate - Part-Time***

**Are you looking for a part-time opportunity to work in a great team-oriented environment? We are looking for dedicated and driven individuals to join our team to help assist part-time in showroom.**

**This will begin as a part-time position, with the opportunity to transition to a full-time opportunity based on the business needs, and most importantly, the employee's performance!**

**Schedule: Ideally, we are looking for individuals who are willing and able to work flexible hours and Saturdays.**

**General Overview**

*Demonstrates the ability to learn and develop skills to effectively perform a specialized role or to cross-train in multiple areas. Relies on ability to work well in a team environment, prioritize customer needs and adhere to operating procedures. Performs work under direct supervision.*

**Essential Job Functions**

*This position may include essential job functions similar to: cashier, merchandising and sales, plant nursery, and customer service. Job descriptions for these roles are available through the Human Resources Division. Complexity of essential job functions increases with grade level.*

*Essential Job Functions vary by location and may include:*

* Greet customers in a welcoming and professional manner. Utilize customer-focused interpersonal skills including smiling, making eye contact, meeting them in aisle when possible, helping lift products as necessary, providing appropriate attention including when assisting more than one customer at time, acknowledging they will be assisted soon if waiting, and thanking each one for their business.
* Assist customers with quickly locating merchandise in the showroom. Introduce customer to a senior team member when specialized assistance is needed.
* Replenish, face and organize merchandise on shelving. Move inventory utilizing proper lifting techniques and equipment in accordance with facility procedures.
* Assist with signage, pricing and shelf labeling. Ensure a neat and professional presentation according to facility procedures.
* Process checkout transactions utilizing point of sale equipment, including: cash registers, hand held scanners and credit/debit card terminals. Accurately handle cash and make change. May perform more complex transactions with assistance, including exchanges, returns, discounts and markdowns.
* Fill customer orders accurately with merchandise from showroom floor and/or warehouse. Effectively utilize proper equipment and tools. Load customer vehicles as needed.
* Receive merchandise and escalate order errors or damage to appropriate team member. Effectively utilize pallet jacks and other equipment to unload and store merchandise. Stage merchandise for showroom restocking, upcoming deliveries and loading customer vehicles.
* Assist with physical inventory counts in the showroom and/or warehouse.
* Answer incoming telephone calls in a professional and courteous manner. Communicate information regarding order status, product availability, current sales, promotions and store events.
* Maintain the health and overall appearance of plant material in the garden center. Perform deadheading, pruning, regular watering, movement and rotation of plants in optimum sun/shade locations.

*The essential functions below are required for all locations:*

* Demonstrate initiative to learn and effectively apply knowledge of standard operating procedures. Develop skills for successful customer sales, merchandising, inventory support and/or facility maintenance.
* Learn and effectively operate assigned tools and equipment, including point of sale terminals, hand held scanners, pallet jacks and other related equipment.
* Communicate regularly with co-workers and supervisor about current assignments. Contribute to department efforts as an active team member. Provide assistance to co-workers and request support as needed.
* Actively participate in on-the-job training, on-line courses, formal and informal classes and/or coaching opportunities offered by OMC and as required by supervisor.
* Monitor entrances and exits in an effort to promote store safety, security and to minimize merchandise loss. Escalate potential security concerns to store leadership.
* Perform daily housekeeping duties according to facility procedures to ensure a neat, clean and welcoming environment.
* Perform work safely as to not cause harm to yourself, co-workers, equipment, or inventory. Utilize Personal Protective Equipment (PPE) as required. Operate all equipment according to OMC policy and government regulations. Comply with OSHA regulations, Orange Madison Cooperative Environmental Health and Safety (EHS) standards, work rules and policies.
* Perform all other job functions as assigned.

**Qualifications - REQUIRED**

**Education:**

* No minimum requirement

**Experience:**

* No minimum requirement

**Qualifications – PREFERRED**

* High School Diploma or GED Equivalent
* Coursework or experience in agriculture, plant science, animal science or a related field
* Prefer at least 6 months of experience working in a retail environment, preferably in an agriculture, farming, supply services, etc., industry
* Previous experience or knowledge of the farm supply, farm services or agriculture industry

**A successful individual in this position will be able to successfully perform the following responsibilities or be able to develop and demonstrate the following capabilities in a reasonable timeframe upon joining the team:**

* Able to consistently demonstrate customer-focused interpersonal skills, communicate in a positive and professional manner and resolve complex customer inquiries
* Effective knowledge of specialized area(s) including equine, livestock, pet, home, farm and/or lawn & garden.
* Able to consistently apply knowledge of facility guidelines and standard operating procedures
* Able to effectively apply knowledge of a wide variety of merchandise in order to correctly answer customer questions of varying complexity and make recommendations
* Able to effectively utilize required equipment and tools
* Able to add, subtract, multiply, divide and calculate percentages using whole numbers, common fractions and decimals
* Attention to detail, especially when handling inventory, equipment and tools, or cash transactions
* Able to speak, read, write the English language in a proficient manner
* Able to work extended hours to meet business demands

**Work Environment**

Performs essential job functions in multiple environments, including: climate controlled, warehouse subject to seasonal humidity and temperature changes, and outdoors not protected from weather conditions when accessing merchandise, equipment or tools.

May be exposed to hazards including:

* Drafts, temperature changes and wet floors due to facility doors opening during adverse weather and due to merchandising and care of plant material
* Merchandise, supplies and tools
* Dust, odors, fumes potentially from stored materials such as fertilizers, crop protectants and other agricultural, residential, animal care and home care products
* Noise levels where hearing protection is optional per PPE Plan

Schedule requirements will vary based on location. Extended hours and/or alternate work schedules may be required. Ability to report to work on time and in adverse weather conditions is required.

**Physical Activities & Requirements**

*Physical activities and requirements will vary with essential job functions.*

* **Continuously** bend and stoop; manual dexterity (fingers and hands) and utilize repetitive hand motion with merchandise and tools; reach with arms and hands for extended periods; stand and walk for extended periods, at times may be on concrete or uneven surfaces; utilize eye/hand coordination; twist back and neck. Pull, push, lift, carry up to 50 pounds.
* **Frequently** climb, crouch, stack, and sweep. Driving may be required and can vary from continuous to occasionally. Pull, push, lift, carry 50-80 pounds, may be assisted.
* **Occasionally** balance, kneel and shovel. Pull, push, lift, carry 80-100 pounds, may be assisted.

Must be able to speak to co-workers and customers regarding operations and safety. Must be able to hear customer service phone calls, hand held radio, equipment and vehicle sounds. Specific vision abilities required by this position include: close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

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| **Activities Required**  | **Continuously**  | **Frequently**  | **Occasionally**  |
| Bend | X |  |  |
| Eye/Hand Coordination | X |  |  |
| Manual dexterity (fingers & hands) | X |  |  |
| Reach with Arms & Hands | X |  |  |
| Repetitive Hand Motion  | X |  |  |
| Stand | X |  |  |
| Stoop | X |  |  |
| Twist Back & Neck | X |  |  |
| Walk | X |  |  |
| Pull, Push, Lift, Carry up to 50 lbs.  | X |  |  |
| Climb |  | X |  |
| Crouch  |  | X |  |
| Pull, Push, Lift, Carry 50 - 80 lbs. may be assisted |  | X |  |
| Stack |  | X |  |
| Sweep |  | X |  |
| Balance |  |  | X |
| Kneel |  |  | X |
| Shovel  |  |  | X |
| Pull, Push, Lift, Carry 80 - 100 lbs. may be assisted |  |  | X |

**Tools & Equipment**

*Tools & Equipment will vary with essential job functions, including but not limited to:* Hand held scanner, telephone, hand held radio, computer, printer, scanner, copier, fax machine, writing instrument, reports, logs, spreadsheets, merchandising diagrams. Specialized tools and equipment may include point of sale terminal, pallet jack, OMC delivery vehicle.

Orange Madison Cooperative Farm Service is an Equal Opportunity Employer and does not discriminate against individuals based on their race, color, religion or belief, national or ethnic origin, sex (including pregnancy), age, disability, sexual orientation, gender identity, veteran status, family medical history or genetic information, or any other status protected by federal, state or local laws or regulations.

*The above statements are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, functions and skills required for this job. Functions and requirements may change at any time with or without notice. This job description is a summary of essential job functions necessary for the satisfactory performance of this position. Reasonable accommodation may be made to enable those with disabilities to perform the essential job functions. Job functions may vary by location.*