

## Position Description: Garden Centre Specialist

**Position Title:** Garden Centre Specialist

**Location:** Mitre 10, Temora NSW

**Employment Type:** Permanent Full-Time

**Reports to:** Store Manager

### Scope

The Garden Centre Specialist plays a key role in developing and growing the Moses Mitre 10 Garden Centre. This position is responsible for maintaining plant health and presentation, selecting and ordering seasonal plant ranges, providing expert horticultural advice to customers, and supporting sales across plants, garden products and power garden equipment.

The role will also contribute to creating an engaging customer experience through merchandising, product demonstrations and garden-related events. When required, the Garden Centre Specialist will support the broader Mitre 10 retail team in general store operations.

### Qualifications and Skills:

- Qualification or experience in horticulture, nursery operations or garden retail
- Strong plant knowledge and passion for gardening
- Interest or experience in power garden equipment and accessories
- Excellent customer service and communication skills
- Ability to work independently and as part of a team
- Physically capable of manual handling and working outdoors
- Ability to work flexible hours including weekends

### Primary Responsibilities

#### Garden Centre Operations

- Maintain the health, quality and presentation of all nursery stock
- Watering, fertilising, pruning and pest management
- Identify plants and recommend suitable varieties for customers' gardens and landscapes
- Maintain clean, safe and visually appealing nursery displays

#### Plant Selection & Stock Management

- Select and order plant stock from suppliers to maintain a seasonal and commercially viable range
- Monitor stock levels and ensure fresh product availability

- Assist with stock rotation, pricing and merchandising

### **Customer Service & Sales**

- Provide knowledgeable advice on plant care, garden design and landscaping solutions
- Support sales of garden accessories including soils, fertilisers, pots and garden care products
- Assist customers with power garden equipment including mowers, trimmers, blowers and accessories

### **Events & Customer Engagement**

- Assist with garden workshops, product demonstrations and customer events
- Contribute ideas to build the garden centre as a destination for gardening inspiration and advice

### **Team Contribution**

- Work collaboratively with the Mitre 10 team to deliver a high standard of customer service
- When required, assist across general Mitre 10 store operations including merchandising, stock handling and customer assistance

## **General**

- Abide by BA Moses policies and practices as varied from time to time.
- Participate in BA Moses performance appraisal program as required.
- Undertake not to reveal to any person or entity any confidential information.
- Responsible for building and preserving the reputation and high standards of BA Moses by always adhering to the Code of Conduct.
- Contribute to the quality improvement process.

## **Workplace Health and Safety**

BA Moses endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Take reasonable care for their own safety and that of anyone else who could be affected by their actions;
- Responsible for ensuring the implementation of health and safety policies and procedures; and
- Fully co-operate with BA Moses in any action it considers necessary to maintain a working environment which is safe and without risk to health.

## **Acceptance**

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_