



### **Position Summary**

A Support Associate (Loader) at Rockledge Gardens is responsible for ensuring all responsibilities of the Support Team (Loaders) are completed including, but not limited to: stocking and maintaining "Garden Rx" and warehouse storage, assisting with unloading product, assisting customers in loading purchases into their vehicles, and completing loader opening and closing duties. The individual in this position must be physically strong, highly organized, and communicative.

### **Reporting Relationships**

Loaders report to the Head Loader and Maintenance and Beautification Manager (MBM).

### **Experience, Education, and General Background Skills Required**

Must enjoy working with plants, working outdoors, performing physical labor, and working in a hectic/high-paced environment. Must be physically strong, have numerical aptitude and the ability to prioritize tasks. Must be able and willing to effectively communicate with fellow team members and guests. Must possess professionalism, sense of pride, positive attitude, and integrity. Must be flexible, able to multi-task, and have excellent problem-solving ability, attention to detail, friendliness, and the ability to build rapport. Must be able and willing to work weekends and holidays, with additional hours in Spring. Must speak English.

### **Physical and Mental Demands**

Requires sitting, carrying, pulling, kneeling, bending, pushing, crawling, climbing, reaching, lifting up to 50 pounds, standing and walking. Must be able to work in wet or humid conditions, fumes, extreme heat, cold, chemicals, plant materials and fertilizers, and high levels of noise. Must possess physical ability and stamina to work outdoors and perform physical labor in all weather conditions. Requires constant mental alertness, concentration, corrected vision, and hearing to normal range. Requires ability to communicate clearly. Must possess excellent hand-eye and gross motor coordination, plus manual dexterity. Must be able to wear/utilize required safety equipment. Must use discretion and independent judgment.

### **Special Equipment**

Must be able to operate hand jacks, hand tools, lifts, ladders, forklift/front-end loader, and planting equipment. Must also possess ability to operate computers, 2-way radios, POS system, calculators, multi-line phones, facsimile machines, laminators, label equipment and software.

# **Support Associate (Loader)**

### **Position Duties**

1. Continually build relationships with customers, co-workers, and delivery, promote excellent customer service, quality, integrity, and professionalism.
2. Customers are your first priority. Listen constantly for calls for "loading help" for customers from other team members.
3. Work as a team toward weekly, monthly, and annual sales and project goals established with Management and Sales Area Leaders.
4. Ensure sure that other sales departments are getting the support they need to keep sales areas clean, organized, weeded, and well-stocked.
5. It is the responsibility of the Support Team to make sure warehouse stays organized with all hardgoods easily accessible and appropriately stocked.
6. Communicate to the Head Loader when hardgoods products are low.
7. Ensure the retail spaces for hardgoods are **clean** (dust regularly as needed), well-stocked and merchandised. Request informational signs for retail products, as needed.
8. Ensure that necessary tools, products, and materials are safely used, cared for, and put back where they belong. Communicate to Head Loader or MBM if tools or products are needed. Help to maintain equipment and refer any problems to management.
9. Resolve customer issues as needed. Inform Sales Manager or Managing Director of any customer issues or concerns that are not completely resolved to the satisfaction of the customer.
10. Complete required reports, time records or other documentation in accordance with company procedures.
11. Maintain current knowledge of industry regulations, technical data, safety standards, equipment, and others.
12. Always maintain composure. Show respect for co-workers and be able to work with people of all backgrounds.
13. Attend all meetings and make presentations as needed.
14. Perform all other duties as assigned.

*This description may not be all-inclusive and employees are expected to perform all other duties as assigned and directed by management. Position descriptions and duties may be modified whenever deemed appropriate by management.*