

Garden Center Retail Product Manager

Lockwood's Garden Center, Hamburg NY 14075

Lockwood's Garden Center is Western New York's premier garden center, serving the area for over 100 years. Lockwood's has both a greenhouse production business and a retail Garden Center that sells annuals, hanging baskets, perennials, trees and shrubs as well as gift and garden décor. Lockwood's is seeking a customer-focused, detail oriented, and professional Garden Center Retail Product Manager to join the Lockwood's team.

Job Summary: The Garden Center Retail Product Manager is responsible for delivering outstanding customer service as well as managing all aspects of the Garden Center product offering, including buying, merchandising, sales and inventory.

Responsibilities include, but are not limited to:

- Deliver outstanding customer service
- Assess product needs and requirements for each selling season to determine product offering
- Research new products, industry trends, innovative solutions and bring ideas to implement for the business
- Develop and oversee the buying and merchandising plan for all gift, garden décor, hard goods, pottery departments
- Execute the receiving, pricing and tracking of all gift, garden décor, hard goods, pottery merchandise
- Conduct year-end inventory
- Assess sales and profitability of product offering and make adjustments in order to increase sales and minimize expenses

Duties/Responsibilities:

- Collaborate with other managers to plan, direct, and coordinate programs and projects as well as to analyze costs, benefits, and losses of company profits
- Collaborate with other managers on marketing and promotions
- Develop and maintain professional relationships with vendors
- Manage conflicts and resolves complaints with customer issues
- Track returns, damages, waste and loss and ensure appropriate credit is received
- Perform other related duties as assigned

Required Skills/Abilities:

- Strong work ethic
- Excellent verbal and written communication skills
- Ability to create and present ideas, reports, and budgets in various formats
- Ability to work both independently and collaboratively

- Excellent time management skills with the ability to assign and delegate tasks
- Proficient with POS systems, Microsoft Office Suite or related software
- Excellent organizational skills and attention to detail

Education and Experience:

- Retail Management: 2 years (Preferred)
- Merchandising, buying experience is a plus

Physical Requirements:

- Ability to be on your feet 8 hours or longer
- Must be able to lift up to 40 pounds at times
- Ability to work weekends and evenings
- Some travel is required