

Garden Center Retail Store 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, creative, and professional Garden Center Retail Store Manager to join the Lockwood's team.

Job Summary: The Garden Center Retail Store Manager is responsible for delivering outstanding customer service as well as managing all aspects of the Garden Center operations, including management of personnel, sales and profitability.

Responsibilities include, but are not limited to:

- Lead, manage, motivate, train and develop staff in our retail store
- Educate staff and customers on products, plants as well as seek and share new skills and knowledge
- Develop and maintain operational plans for each selling season including staffing and scheduling needs, promotions and events
- Research industry trends, innovative solutions and bring ideas to implement for the business
- Oversee the marketing plan including print, events, social media, and store signage
- Oversee the sales and maintenance of all plant material - involves working closely with production managers

Duties/Responsibilities:

- Monitor retail performance, identifying and facilitating opportunities to increase sales, productivity and efficiency
- Manage daily aspects of the store and its staff to ensure projects are completed, goals are met and customer service is exceptional
- Work with staff and POS IT vendor to generate custom reports, troubleshoot technical issues and ensure that the POS system and all computer hardware are running smoothly
- Identify plants as well as troubleshoots problems such as diseases, weeds and insect pests
- Collaborate with other managers to plan, direct, and coordinate programs and projects as well as to analyze costs, benefits, and losses of company profits
- Manage conflicts and resolves complaints with customer issues as well as employee disputes
- 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: 4 years (Preferred)
- Two years of related experience in the Horticultural/Green industry (Preferred)
- Management in a Garden Center 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