



Title: Retail Nursery Team Leader

Reports To: Unity Business Manager

Job Summary: Responsible for nursery profitability, sales, customer experience, and leading/supervising/coaching all retail sales staff.

Overview

Unity's Retail Nursery Team Leader position is an excellent opportunity for a professional to join a growing fast-paced company. Our retail nursery positions are a perfect opportunity to learn and work across the range of Unity's business assets such as retail nursery products and services, food and plant production, and landscape design/build operations. Our retail nursery is the face of Unity to our external and internal stakeholders and serves an important role in conveying the values of the company.

We are seeking a motivated professional who is comfortable in a customer service role and who has extensive knowledge of plant material, plant care techniques, insect and disease identification, and troubleshooting.

Unity Church Hill Nursery (UCHN) is a full-service garden center offering a wide variety of high-quality plant material including trees, shrubs, perennials, native plants, and seasonal plants of all sizes. Unity Landscape Design Build (ULDB) is a full-service landscape design and installation company located outside of Chestertown on the Eastern Shore of Maryland. For over 25 years, we have been a name synonymous with high quality landscape design and craftsmanship. Our attention to detail and diversity of service have made us the "go-to" firm for homeowners and businesses.

Core Responsibilities

- Lead, train, and assist retail sales staff in customer service by acknowledging the customer, identifying customer needs, assisting with purchasing decisions, locating merchandise, resolving customer issues and concerns, promoting products and services, maintaining a safe shopping environment, and appropriately representing and supporting the company's mission.
- Customer correspondence via phone and email as needed.
- Assist with special order requests.

- Maintain, water, and organize nursery grounds. This includes a daily walk-thru of the retail nursery area to maintain plant material in the best condition possible via watering, pruning, removing dead foliage, and relocating if needed for optimal light conditions.
- Create and receive purchase orders in Unity's point of sale software system (Windward) as needed. Create labels for all received orders. Handle all returns and replacements for damaged goods from received orders.
- Ensure retail areas are clean, organized, and captivating at all times. Ensure all product has current pricing with clean, legible tags.
- Load/unload and move plant material. Pull and tag plants for ULDB jobs.
- Handle purchase orders and billing for nursery items sold to ULDB.
- Coordinate with ULDB Operations Manager for delivery and installation schedule.
- Maintain, monitor, and make minor repairs to nursery/hold area irrigation system.
- Assist with posting and monitoring of retail nursery content on social media.
- Lead monthly nursery business meetings and share sales and budget updates.
- Set retail nursery sales staff schedule and manage day-to-day nursery operations.
- Create, manage, and distribute nursery annual budget and monthly reports in coordination with Unity Business Manager and Food and Plant Production Manager.
- Become proficient in the use of Unity's point of sale software program.
- Plan and manage in-house nursery events.
- Complete competency and vocational trainings and certifications as required to provide the essential functions of the position.
- Perform other necessary duties as assigned by Unity Management.

Preferred Qualifications and Competencies

- Minimum (5) years of experience in team leadership or managerial position.
- Extensive knowledge of plant material, plant care techniques, insect and disease identification, and troubleshooting is required.
- Retail nursery experience preferred.
- Sales or customer service experience preferred.
- Exceptional verbal and written communication and interpersonal skills.
- High attention to detail and strong ability to multi-task.
- Ability to work independently and as a member of a team.
- Ability to maintain professional decorum and confidentiality.

Education

- High school diploma or relevant qualification.

Compensation and Benefits

- Competitive salary (\$35,000 - \$40,000) commensurate with experience.
- Competitive benefits include paid vacation, health insurance, and IRA retirement plan.