



959 South Kipling Parkway, Suite 200
Lakewood CO 80226
Ph: 303-758-6672
www.coloradonga.org

Job Posting

Customer Experience Lead

Date Posted: November 15, 2022

Location: O'Toole's Garden Centers, Lakewood and Westminster, Colorado

Please Contact:

Marquesa Wells

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Compensation:

\$21.00/hour

Please apply by using this link: <https://otoolesgardencentersinc.applicantstack.com/x/openings>

O'Toole's has revamped the Lead position and we are looking for a motivated and experienced candidates that excels in customer service and is excited to roll up their sleeves and lead from the front. The Customer Experience Lead's number one responsibility is the customer. Customer Experience Leads are responsible for proper setup of product inventory, and the replenishment of product inventory. Customer Experience Leads assist in maintaining and building trust and excellent customer relationships. This position reports directly to the Store Manager and Assistant Manager.

JOB RESPONSIBILITIES

Customer Service

- Approach all communication with clients with politeness, and enthusiasm. Greet customers in a timely and friendly manner.
- Actively seek out ways that the customer can be better served.
- Possess and further develop effective listening and communication skills. Encourage others to utilize these skills.
- Follow through on customer complaints/comments/compliments, acknowledging them and taking further action when needed.

Cashier Duties

- Know all register functions and be able to perform these functions correctly and efficiently if needed.
- Know and correctly be able to process all forms of payment according to policy. Be able to count and give correct change.
- Assist in ensuring that proper procedures are followed for cash transactions.
- Assist with performing daily opening and/or closing register procedures.

Product Knowledge

- Responsible for knowing all current processes and working knowledge of hardline products and how to use resources to find answers.
- Be aware of all current sales and/or promotions.



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Care and Maintenance of all plant products and hard goods

- Monitor plant health and communicate plant health concerns to manager.
- Direct stocking team to keep displays neat, clean, and full.
- Perform Basic plant maintenance when necessary.

Sales and Marketing

- Overseeing the process of properly signing products with the price, stocking, and quality control.
- Execute visual displays with provided signage and promotional materials.
- Merchandise the seasonal and non-seasonal aisles and end caps according to provided plans or designs.
- Assist with the execution of sales ads and pricing changes.
- Ensure associates are aware of all sales and promotions.

Teamwork

- Work in all departments.
- Communicate candidly and professionally with team members and management.
- Prioritize the company goals for the greater good of the store.
- Understand and articulate company goals initiatives.

Operational Responsibilities

- Ensure the store opens and closes at the appropriate time
- Complete the duties and responsibilities of the Store Manager in his/her absence.
- Assist with the general maintenance of the store, both inside and outside.
- Assist in coaching employees on the proper procedures as relates operations of the store.

Other Responsibilities

- Accept special assignments as directed by management.
- Report to senior management.
- Attend staff meeting.
- Undertake training and development when deemed necessary.
- Assist in ensuring that all health and safety practice are followed.
- Comply with O'Toole's Policy and Procedures in the workplace.
- Adherence to O'Toole's core value

QUALIFICATIONS AND SKILLS REQUIRED

- High school diploma or equivalent required – Equivalent experience will be considered.
- Basic garden knowledge with the willingness to learn more.
- 2+ years of retail store experience with a successful track record and increasing levels of responsibility.
- Self-starter with the ability to communicate at all levels of the organization and the drive to meet and exceed measurable objectives.
- Excellent computer skills. Proficiency with the Microsoft® Office Suite (Word, Excel, PowerPoint, and Access) and able to learn new software quickly.
- High level of familiarity with annuals, vendors, and consumer trends, so that our customers are ALWAYS thrilled.
- Able to work full time, 36+ hours a week, including weekend availability; during peak season, every weekend will be required.



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- Ability to lift and move product weighing up to 50 pounds.
- Must be able to speak, read and write fluent English.
- Bilingual in English and Spanish a plus.
- Accuracy, planning and organization skills.
- Ability to adhere to O'Toole's core values

PREFERRED SKILLS

- High School diploma preferred
- Supervisory experience preferred

CORE VALUES

Bring the sunshine

Smile, laugh and have FUN! We don't take ourselves too seriously...it's only flowers!

We go ego free

We are seriously honest with ourselves in order to help others.

We don't know every story

We meet everyone with understanding and empathy. We listen, acknowledge and support.

Just say yes

We show up with an open attitude and enthusiasm to do our best for coworkers and customers.

We work hard

We are committed to quality in everything we do.

Palm trees not oak trees

We value flexibility and exploration. Just because we always have... doesn't mean we always should.

Own it!

We take responsibility for our commitments, even when it's tough.

Let's grow together

We strive to be better than we were yesterday, growing in knowledge and ability.

BENEFITS

Health Insurance

Dental Insurance

Supplemental Insurance

Employee Discounts

Vacation Time

Scheduling Flexibility

Work environment that understands work/life balance

Growth Potential