



959 South Kipling Parkway, Suite 200  
Lakewood CO 80226  
Ph: 303-758-6672  
[www.coloradonga.org](http://www.coloradonga.org)

## Job Posting

# Department Lead

**Date Posted:** July 21, 2022

**Location:** O'Toole's Garden Centers, Lakewood, Colorado

**Please Contact:**

Marquesa Wells

[careers@otoolesgardencenters.com](mailto:careers@otoolesgardencenters.com)

**Compensation:**

\$16.50 - \$18.50/hour

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

O'Toole's is looking for a motivated and experienced individual that excels in customer service and is excited to roll up their sleeves and lead from the front. As one of the most integral roles in our company, this role is responsible for overseeing all aspect of respective department, including products and customer service. The Department Lead is responsible for insuring quality control and accurate quantities received from deliveries to the retail stores. Department Leads will be responsible for proper setup of product inventory, and the replenishment of product inventory. Department Lead assist in maintaining and building trust and excellent customer relationships.

### **JOB RESPONSIBILITIES**

**Customer Service:**

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

**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 learning the sun/shade and watering requirements for all plant products.
- Be aware of all current sales and/or promotions.
- Know the product we carry and what items can be cross sold with that product.
- Proper administration techniques of the fertilizers, weed killers, and repellants.



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**Care and Maintenance of All Plant Products and Hard Goods:**

- Determine watering needs for all plant products and coordinate the watering schedule.
- Straighten and consolidate plant product, as needed, keeping displays full, neat and clean.
- Straighten, consolidate, and dust gift area, as needed, keeping displays full, neat and clean.
- Deadhead and maintain plants for best appearance.

**Sales and Marketing:**

- Overseeing the process of properly labeling products with the correct price tags, stocking, and quality control.
- Prepare promotional materials and visual displays
- Merchandise the seasonal aisles and non-seasonal, basic, and seasonal end caps.
- Assist with the execution of sales ads and pricing changes.

**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 values

**QUALIFICATIONS AND SKILLS REQUIRED**

- High school diploma or equivalent required, A.A Degree or bachelor's degree preferred – Equivalent experience will be considered.
- Strong knowledge of annuals, perennials, tropicals, basic garden design and horticulture is required
- 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, 40 hours a week, including weekend availability; during peak season every weekend will be required.
- Ability to lift and move product weighing up to 50 pounds
- Bilingual in English and Spanish a plus.
- Accuracy, planning and organization skills.
- Ability to adhere to O'Toole's core values



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### **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
- Incentive Bonuses
- Office Perks
- Scheduling Flexibility
- Work environment that understands work/life balance
- Growth Potential