



Job Title:	Office Coordinator	FLSA Classification:	Non-exempt
Department:	Garden Center	Reports To:	Business & Marketing Manager

Job Summary:

Provide detail-oriented organization flow and information coordination for the sales, inventory control, and marketing aspects of the Garden Center as a means of ensuring procedures essential to the everyday workflow of the Garden Center are met effectively and efficiently. Assists in managing the workflow of the office.

Essential Job Duties and Responsibilities: (Additional duties may be assigned)

Sales, Marketing, and Customer Service

- Proactively sell Dickman Farms green goods and hard goods to customers by responding to customer’s questions, resolving problems and needs in a friendly, accurate and timely manner.
- Update weekly promotion listing for the registers.
- Create and place product special signage throughout the store. Manage and maintain signage including shelf talkers for hard goods.
- Assist in printing product tags as needed.
- Answer telephones; respond to questions and concerns or direct incoming calls to the appropriate department or individual in a professional manner.
- Greet and direct guest when entering the Garden Center office.

Operations

- Assist the Business and Marketing Manager with correspondences, complaints and queries. Prepare letters, presentations and reports assuring policies are up to date.
- Manage and monitor the Garden Center email account. Respond to customer inquiries and/or direct to appropriate contact in timely manner.
- Organize meetings (ex. Zoom) and events.
- Printing of e-gift card, e-commerce order emails and placing into respective folders for processing.
- Manage and maintain the Safety Data Sheets (SDS).
- Order office and paper supplies: include product tag, product signs and other items as necessary.
- Maintain office equipment including two-way radios.
- Direct point person for Point of Sale (POS) cash drawer reconciliation issues and transaction ticket issues.
- Responsible for Club Dickman weekly e-newsletter data entry and database management.
- Weekly Department Review (WDR) – complete on weekly and annual basis.
- Maintain of general maintenance and cleanliness of Garden center office including watering office plants.
- Assist in maintaining the POSA application on Dickman Farms IPods.
- Prepare Metric reports as needed, including but not limited to 10% report and Dickman Farms product reports.

Purchasing/Inventory Management

- Generate and post purchase request and purchase orders including capture of initial freight, item entry into Point of Sale (POS) along with gathering all data related to (SDS), barcode reassigning, and assist in product pricing as deemed necessary.
- Process vendor invoices for Business & Marketing Manager approval.
- Produce sales & inventory reports for managers as needed. Assist managers as needed with forecasting reports.
- Maintain accuracy and integrity of Point of Sale (POS) data entry including general maintenance of Point of Sale (POS) active and discontinued items. Closing of open purchase orders in season.
- Assist in costing, pricing and set up of Dickman Farms Garden Center workshops. Responsible for online and instore workshop registrations.
- Manage and maintain delivery dates of spring pre-books including arrival date, opened/counted, received, tagged and recorded on the appropriate clip board.
- Complete receiving history checks as needed.
- Holiday order spreadsheet – recording orders as received.
- Assist in order processing, including receiving product.
- Assist in inventory counts and year-end inventory process.

Human Resources/Supervisory Responsibilities

- Organize and implement onboarding process with Garden Center Store Manager.

On as needed Basis:

- The Office Coordinator may be asked to assist in the Garden Center based on the needs of the Garden Center business including but not limited to operate Point of Sale (POS) system, conduct sales transactions, returns and exchanges. Handle cash and make change as required.

Supervisory Responsibilities:

The office coordinator does not have supervisory responsibilities.

Education and Experience:

- Two (2) years of direct office experience required.
- Strong computer experience required to include Microsoft Suite, Word and Excel.
- Proof reading skills required.
- Associates degree in business accounting preferred.
- Marketing and retail sales experience a plus+.
- Point of Sale experiences a plus+.

Equipment, Machines and Software Used:

Ability to operate a computer, printer, telephone, fax machine, photocopier, and postage meter.

Computer Software to include Microsoft Suite, Word, Excel, NCR Counterpoint and other software programs as needed.

Physical and Mental Requirements:

- Ability to sit, stand, walk, talk, hear, use hands to finger, grasp, handle or feel, crouch, bend or kneel, and perform repetitive motions of the hands and/or wrists.
- Ability to exert up to 50 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Close mental and visual attention required to perform a wide variety of tasks dealing primarily with operating a multi-line telephone, using a computer terminal, and filing/sorting.

Knowledge, Skills, and Abilities:

- Computer proficiency including spreadsheets, data entry, word processing, and generating reports using standard software applications.
- Ability to appropriately communicate sensitive information, maintain business confidentiality and to judge how and with whom information should be shared.
- Ability to foster a collaborative customer oriented working environment.
- Demonstrates professional appearance, manners and decorum.
- Ability to multi-task and work in a fast-paced environment.
- Strong interpersonal and communication skills with the ability to work effectively with individuals at all levels of the organization structure.
- Analytical ability to gather and summarize data, problem solve and prioritize work.
- Skilled in organizing, establishing priorities and meeting deadlines.
- Ability to create, compose, and edit written materials.
- Ability to maintain accurate records and data files.
- Ability to gather data, compile information, and prepare reports.
- Works independently in a fast-paced environment with changing priorities.

Environmental Conditions:

The majority of work is performed in a typical office environment where there is no substantial exposure to adverse environmental conditions. On occasion the worker may be exposed to indoor and outdoor conditions, including extreme heat and cold, dust and/or dirt, chemicals, fumes, odors and unpleasant tasks such as handling garbage.