

Annie's Annuals & Perennials, located in Richmond, CA is a nationally recognized, trend-setting plant nursery offering one of the largest selections of rare and unusual annuals and perennials to be found anywhere. The majority of our plants are grown from seed or cuttings without the use of growth hormones, systemic pesticides or neonicotinoids. Our on-site R&D facility and three-acre nursery comprise a botanical and pollinator wonderland! Annie's focus on plant education makes gardening accessible to everyone – from beginning gardeners to lifelong enthusiasts. Our business is comprised of retail, wholesale, mail order, and web sales.

Attention Plant Lovers and Gardening Enthusiasts!!

Retail Supervisor: We are seeking a high-energy, seasoned retail professional who excels at leading by example, collaborating with other departments, and interacting with a diverse customer base. The ideal candidate will be service-oriented, a great communicator, a creative problem solver, and **most importantly, passionate about teaching and selling plants in an outdoor environment!** Nursery/landscape/plant knowledge is highly preferred.

The Retail Supervisor oversees and is accountable for total store operations - ensuring maximum sales and profitability through merchandising, strategic buying, inventory control, expense control, employee management, resource management, safety management, operating costs control, and overseeing all aspects of nursery sales. Specific Responsibilities may include:

- Promoting a safe, clean, friendly environment with outstanding customer service - which includes warmly greeting guests, sharing product knowledge with them, and helping them to navigate the nursery and choose the best plants.
- Working with full-time and seasonal staff (5-15 people) to meet sales goals by training, motivating, mentoring, and providing feedback.
- Fostering communication and collaboration with different departments (customer service, propagation, plant production, gardeners) and representing the retail team effectively in senior management meetings.
- Overseeing logistical details of weekend speaker series and events- welcoming speaker, making sure everything is set up properly ahead of time, liaising with attendees and other customers, etc.
- Ensuring compliance with all company policies and procedures through regular staff meetings, store walk-throughs and cross-functional meetings.
- Training and developing store management in all aspects of the business through regular training and education sessions. This will involve evaluating and reacting to performance issues, conducting personnel performance appraisals, and actively recruiting, interviewing, and hiring quality personnel.
- Controlling waste, variable expenses, payroll, and employee turnover.
- Analyzing area trends and overseeing all aspects of buying products for re-sale including negotiating with suppliers, ensuring product availability, receiving product, overseeing all requisite administrative paperwork, and working with accounting on pricing.
- Managing and participating in the sales transactions of the store, including counter and phone sales, as well as overseeing product installation/delivery.
- Ensuring the protection and proper use of all store assets, including inventory, equipment, and facilities.
- Managing the store's financial functions, including invoicing, cash drawer procedures and balancing returns.

- Overseeing all administrative functions including POS transactions, loyalty programs, gift cards, returns and special discounts
- Maintaining a consistent flow of information to Accounting & HR concerning the store's operations.
- Maintaining outstanding store conditions and visual merchandising standards.
- Proposing innovative ideas to increase sales to Marketing and Sr. Management.
- Dealing with all issues that arise from employees or customers (complaints, grievances, etc.)
- Experience with retail buying and retail POS systems (Square, Vend, etc) is also a strong plus.
- Must have a great work ethic and be able to work flexible hours including one or both weekend days and holidays to meet the needs of the business. Must be able to lift 40lbs safely. Must be excited about working in a beautiful outdoor environment all day, every day (rain or shine).

Benefits:

- Healthcare, Dental and Vision
- Profit Sharing Retirement Plan
- Employee Discount
- PTO days
- Opportunity to work outdoors in a beautiful, garden setting

Salary Range: \$25-\$30/hour