



JOB POSITION DESCRIPTION

Job Title:	Quality Control & Customer Service Manager	Job Category:	Salaried Exempt
Position Type:	Full Time	Travel Required:	Yes <5%
Level/Salary Range:	DOE	Reports to:	General Manager
Schedule/Hours:	50-60/prime; 30-40/offseason	Manages People:	Yes
Revised:	JUNE 2019		

Job Description

PURPOSE

To maintain plant health and exceptional customer service while sustaining PAN’s core focus of a clean, organized and top-quality nursery.

ROLE AND RESPONSIBILITIES:

- Team lead for plant health care of perennial and annual tables (proper watering methods, pruning, and presentation)
- Team lead for customer transactions (proper checkout procedures and customer returns)
- Manage seasonal employees including hiring, training & development
- Assist Purchasing and Receiving Manager with logistical needs

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High school diploma
- 5 years nursery, retail, sales or related experience
- 3 years employee management experience
- Direct experience and knowledge of growing, watering, fertilizing and troubleshooting annual and perennial plants

PREFERRED SKILLS

- Bachelor’s degree in business, horticulture or related field
- Educator that effectively communicates with co-workers and customers
- Knowledge of and passion for plant health
- Retail nursery watering knowledge
- Strong work-ethic, self-motivated and results driven
- Strong project management, prioritization and multi-tasking skills (able to plan out timelines, processes and labor accordingly)
- High attention to detail
- Strong computer skills including usage of email, Microsoft Office (Excel, Word, PowerPoint, etc.)
- Effective leadership skills to develop and motivate an efficient team
- Able to work flexible hours based on the season’s peak needs including weekends.
- Must be able to lift and move up to 50 lbs. Able to stand, stoop, bend, pull heavy hoses and other physical demands without accommodations.