

Garden Centre Retail Assistant Job Description

A comprehensive job description template
for Australian garden centres and nurseries

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and garden centre industry practices at the time of publication. You should review and tailor this template to suit your business, product range, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Garden Centre Retail Assistant / Nursery Assistant / Plant Sales Assistant

1.2 Position Summary

A garden centre retail assistant combines customer service with practical plant knowledge and hands-on plant care. This role involves helping customers select appropriate plants for their gardens, providing advice on plant care and growing conditions, maintaining healthy plant displays and processing sales transactions.

The position requires genuine interest in plants and gardening, ability to provide knowledgeable advice and physical capability for outdoor work. Garden centre retail assistants help customers make informed plant choices through understanding of growing conditions, seasonal planting and basic plant care requirements.

1.3 Reporting Structure

This position reports to:

- Store Manager / Nursery Manager
- Assistant Manager
- Team Leader / Supervisor

1.4 Employment Type

This position may be offered as:

- Full-time permanent
- Part-time permanent
- Casual

2. Key Responsibilities

2.1 Customer Service

- Greet customers warmly and offer assistance in a friendly, helpful manner
- Listen to customer needs and recommend appropriate plants for their gardens
- Answer questions about plant care, growing conditions and seasonal planting
- Provide advice on soil preparation, fertilising and problem-solving
- Handle customer enquiries and complaints professionally
- Load customer vehicles with plants and products safely

2.2 Plant Knowledge and Advice

- Advise customers on plant selection based on sunlight, soil and climate conditions
- Explain care requirements including watering, feeding and pruning

- Recommend seasonal planting and appropriate varieties for different uses
- Identify common plant problems and suggest solutions
- Provide information about plant sizes, growth rates and maintenance needs
- Stay informed about plant varieties, seasons and gardening trends

2.3 Plant Care and Maintenance

- Water plants regularly according to their needs and weather conditions
- Feed and fertilise plants as required
- Monitor plant health and identify pest or disease issues
- Remove dead or damaged foliage and maintain plant presentation
- Report plant health concerns to management
- Maintain clean and attractive plant display areas

2.4 Stock Management

- Receive deliveries and unpack plants and products
- Move and position stock in appropriate locations
- Rotate and replenish stock on display areas
- Assist with stocktakes and inventory management
- Maintain organised and accessible storage areas
- Report stock discrepancies or damage to management

2.5 Sales and Store Operations

- Process transactions accurately using POS systems
- Suggest complementary products to enhance customer purchases
- Work towards individual and store sales targets
- Support store opening and closing procedures
- Maintain cleanliness and presentation throughout the centre
- Follow safety procedures including manual handling and chemical safety

3. Required Skills and Attributes

3.1 Essential Skills

Plant Knowledge

Understanding of common plants including natives, exotics, edibles and ornamentals. Knowledge of growing conditions, sunlight requirements, soil types and seasonal planting. Ability to provide practical care advice on watering, feeding and maintenance.

Customer Service

Friendly, approachable manner with ability to listen to customer needs. Patience in explaining plant care advice clearly. Professionalism when handling enquiries or complaints. Willingness to help customers with physical tasks like loading vehicles.

Physical Capability

Ability to lift and move plants, soil bags and products within safe limits. Comfortable working outdoors in varying weather including heat, cold and rain. Stamina for standing, walking and physical activity throughout shifts.

Communication Skills

Clear verbal communication with customers and colleagues. Ability to explain plant care requirements in practical, understandable terms. Active listening to understand customer needs and growing conditions.

Attention to Detail

Observant of plant health issues and watering needs. Accurate in providing care advice and product recommendations. Thorough in maintaining plant presentation and cleanliness.

3.2 Personal Attributes

- Genuine interest in plants, gardening and horticulture
- Practical, hands-on approach to work
- Reliability and punctuality
- Physical fitness and outdoor work capability
- Flexibility to work weekends and peak seasonal periods
- Team-oriented mindset with ability to work independently
- Willingness to learn and develop plant knowledge

4. Qualifications and Requirements

4.1 Required Qualifications

- Customer service experience in retail, hospitality or similar
- Interest in plants and practical gardening knowledge
- Physical capability for lifting, carrying and outdoor work
- Availability for weekends, public holidays and peak seasons
- Eligibility to work in Australia

4.2 Desirable Qualifications

- Previous garden centre or nursery experience
- Certificate II or III in Horticulture or Retail
- Experience with retail POS systems
- Specialist knowledge in particular plant categories
- Forklift licence or willingness to obtain

5. Working Conditions

5.1 Hours of Work

- Retail trading hours including weekdays, weekends and public holidays
- Early morning starts for plant care and watering
- Extended hours during peak spring season
- Rostered shifts according to business needs

5.2 Physical Requirements

- Lifting and moving plants, soil bags and products (within safe limits)
- Working outdoors in varying weather conditions
- Standing, walking and physical activity for extended periods
- Bending, reaching and general manual handling
- Using equipment such as hoses, trolleys and hand tools

5.3 Work Environment

- Both indoor and outdoor work areas
- Exposure to soil, water, plants and organic materials
- Working with fertilisers, chemicals and garden products
- Wearing appropriate clothing, footwear and PPE when required
- Fast-paced environment during peak seasons and weekends

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the General Retail Industry Award 2020 (MA000004). The award sets minimum pay rates, penalty rates, allowances and conditions for retail employees.

6.2 Classification Level

Garden centre retail assistants typically fall under Level 1-3 classifications:

- Level 1: New employees in first three months or those in training
- Level 2: Employees with plant knowledge who can advise customers
- Level 3: Employees with specialist horticultural knowledge or additional responsibilities

6.3 Entitlements

- Penalty rates for weekend and public holiday work
- Minimum shift lengths as per the award
- Break entitlements based on shift duration
- Leave entitlements as per the National Employment Standards

7. Expected Behaviours

7.1 Customer Focus

- Prioritise customer experience in all interactions
- Approach customers proactively and offer knowledgeable assistance
- Listen to customer needs and garden conditions
- Provide honest, practical advice about plant suitability
- Go the extra mile including helping load vehicles

7.2 Professional Conduct

- Maintain professional behaviour and presentation at all times
- Be punctual and reliable for rostered shifts
- Follow company policies and safety procedures
- Treat colleagues and customers with respect
- Handle stock and equipment responsibly

7.3 Plant Care Standards

- Take pride in maintaining healthy, attractive plant displays
- Be proactive in identifying and addressing plant health issues
- Follow proper watering and care schedules
- Maintain cleanliness and organisation in plant areas
- Report concerns promptly to management

7.4 Teamwork

- Work cooperatively with colleagues to maintain standards
- Share knowledge and support new team members
- Communicate effectively with team members and management
- Contribute to a positive and supportive team environment

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Resume/CV highlighting relevant experience
- Brief cover letter expressing interest in plants and gardening
- Availability for work including weekends

8.2 Selection Process

- Application review
- Interview with management
- Reference checks
- Practical assessment may be required

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____