JOB ANNOUNCEMENT

Bellevue Botanical Garden Society
Trillium Store Assistant Manager

Position Title: Assistant Trillium Store Manager
Reports to: Trillium Store Manager
Location: Bellevue Botanical Garden, Bellevue WA
Classification: Non-Exempt, Hourly, Full-time
Benefits Available: Medical, Dental, Vision
Pay Rate: Starting at $28 per hour. Hours fluctuate seasonally.
Schedule: Weekdays and weekends
Start Date: Desired start date 10/01/23
Deadline to apply: Open until filled

About The Trillium Store
The Garden’s gift shop, the Trillium Store, provides a unique shopping experience with a carefully curated assortment of garden- and nature-inspired gifts and home and garden décor, including books, garden art, glassware, scarves, soaps, lotions, cards, and jewelry. The Store is operated by the nonprofit Bellevue Botanical Garden Society. Proceeds provide revenue for the Society’s educational programs and other activities.

About the Job
Daily store operations are handled by a staff and volunteer work force under the supervision of the Trillium Manager. The Assistant Manager is the role model for other retail staff and volunteers, demonstrating outstanding customer service and responsibly handling the merchandise displays and POS system. Other duties include acting as store communication link and liaison to BBGS and City of Bellevue staff.

Specific Responsibilities Include:

DAILY OPERATIONS
- Oversee secure store opening and closing.
- Oversee impeccable daily store maintenance in displays, back stock, and daily upkeep.
- Maintain adequate levels of supplies for the operation of the store.
CUSTOMER SERVICE AND SALES
- Participate in establishing sales goals.
- Provide an excellent role model of sales, customer service and theft prevention.
- Assist in providing continuous individual and group training for retail staff and volunteers in sales, customer service and theft prevention to ensure accuracy of transactions and exceed customer expectations.
- Make decisions and problem solve customer service issues such as returns or customer dissatisfaction.

STAFF AND VOLUNTEER SUPERVISION
- Work with retail staff and volunteers on action plans as needed.
- Assist with providing consistent email updates to retail staff and volunteers.

RECEIVING
- Assist with accurate, efficient, and organized receiving, computer entry, tagging and storage of products.
- Note any discrepancies between packing list and contents of shipment.
- Provide documentation to the Store Manager as needed.

REPORTING TO AND SUPERVISION BY BBGS
- Attend BBGS meetings as needed to operate the store effectively. Communicate pertinent information to Trillium volunteers.
- Participate in staff meetings as part of the BBGS team.
- Maintain excellent communication and working relationships with BBGS.

Required Qualifications:
- Minimum three years’ retail experience, with retail management experience preferred.
- Proficiency with retail POS system, with Counterpoint POS experience preferred.
- Must be available to work weekends year-round, and to work evenings and weekends in December during Garden d’Lights.
- Must be able to lift up to 40 pounds and stand for extended periods.

For more information about the BBGS, please visit our website at bellevuebotanical.org.

Questions? Contact Trillium@bellevuebotanical.org

To Apply:
Email a resume, three references, and a cover letter that clearly describes how you meet or exceed the required qualifications to: Trillium@bellevuebotanical.org

BBGS is a 501(C)3 organization and welcomes and encourages all applicants. Our goal is for our team and culture to reflect the community we work in.