



Gympie & District Landcare Group

POSITION DESCRIPTION

Position:	Customer Service Coordinator
Award:	Nursery Award 2010
Hours:	30 hours per week (The applicant will be required to work some Saturdays from 8.30am – 1.30pm)
Pay rate:	Award Level 4 \$22.70p/h and \$28.38 on Saturdays, plus any entitlements as defined in the award related to your role.
Contract Type:	Part Time
Responsible to:	General Manager

Our Organisation

Gympie and District Landcare Group (GDLG) is a community-based organisation that has been active for 30 years serving the local landowners. The Group is an incorporated association and a registered charity. Each year members elect an Executive (Management Committee) that sets strategic direction, manages organisation risks, fine tunes policies and ensures that the organisation is operating effectively whilst staying true to its vision and purpose.

Members and volunteers are integrally involved in the group's activities: operating a local native plant nursery; raising bio-control insects for invasive plant species control and other purposes; providing land care services, fostering local land caring activities; and community education.

Purpose of Position

The purpose of this position is to coordinate the retail and wholesale activities of our native nursery with the assistance of volunteers and staff.

Person

The successful person must possess excellent oral and written communication skills, organisation and multitasking abilities and be able to effectively handle customer queries. This position will oversee the work of our Junior Nursery Assistant and assist them in resolving customer queries, improving customer service, and maintaining satisfied customers.

Additionally, the successful person should have experience within horticultural enterprises and a strong knowledge of native Australian plants. They should be passionate about permaculture, regenerative agriculture and organic practices. Ideally you would have exposure to enterprise finances and know how to manage a budget and maintain accurate records. Conversing confidently should come naturally and you will need supervisory skills in relation to coordinating staff and volunteers in the retail and wholesale area. Ideally the person will have a current first aid certificate and have previous experience working within a nursery specifically.

Responsibilities

- Coordinate day-to-date wholesale and retail activities in line with daily, weekly and monthly targets;
- Coordinate the wholesale and retail budget ensuring the financial goals remain on track;
- Implement and maintain organisation health and safety practices within the retail area;
- Provide the General Manager with reports, management information and advice;
- Supervise retail volunteers and staff to meet the operational needs of the nursery;
- Actively participate in relevant meetings;
- Ensure retail area resources are maintained and in good working order;
- Manage the ordering, sales and stocktaking of all retail lines, ensuring that stock is always available for sales;
- Operate the retail point of sale system;
- Liaise with the Propagation Coordinator in relation to stock levels, upcoming wholesale or retail orders;
- Build relationships with key customers;
- Research and provide competitor comparisons;
- Attend promotional events as required;
- Work co-operatively with other teams to support the vision and purpose of Gympie Landcare;
- Develop, implement and maintain a knowledge base of processes and procedures for the retail nursery;
- Source additional wholesale customers to further the vision of Landcare.
- Stay abreast of all new and best practice in the field of nursery retail & propagation.

Required Knowledge, Skills and Abilities

Essential

- Good knowledge of WH&S regulations pertaining to a nursery setting;
- Diploma in Retail or Business Management or equivalent relevant experience;
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- Ability to use a variety of computer packages, including point of sale, EFTPOS and inventory management and Office 365;
- Demonstrated experience in retail operations and customer service;
- Experience with planning and coordination;
- Experience in implementing marketing strategies and plans;
- Experience in customer service, cash handling, stock control and other administrative tasks required in a nursery retail and wholesale setting;
- Excellent communication and writing skills;
- Experience in process and procedure development and co-ordination;
- Problem solving skills as it pertains to a retail and wholesale nursery; and
- Demonstrated experience leading a team in either a supervisory or managerial position.

Desirable

- Agricultural Chemicals Distribution Control (ACDC) licence;
- A working knowledge of native plants and their requirements, and uses;
- Previous experience working within a nursery setting; and
- Experience in working in community-based organisations.

Physical Demands

This position may be physically demanding at times and requires a person who is fit, energetic, and flexible. As this is a nursery position, the successful candidate will mostly be working outdoors. Gympie Landcare has a strict Sun Protection Policy available upon request.

What's It Like Working with Us?

- **Workshops & Training:** Here at Gympie Landcare we value our staff and want you to feel confident about the work you're doing. That's why we provide all employees with two (2) free workshops a year (excluding premium workshops) to help you to continue to learn. We provide a range of permacultural and horticultural workshops on a monthly basis with many hands-on topics to choose from. Feedback from our previous students has been outstanding and we're excited to share them with you!
- **Professional Development:** We offer employees the opportunity for professional development by way of traineeships and online study. These agreements are at the discretion of Gympie Landcare.
- **Who doesn't love a barbecue?** We have a staff and volunteer barbecue lunch quarterly, within work hours, to celebrate and appreciate everyone's efforts. Staff and volunteers are encouraged to come along for some good food and laughs with your colleagues.
- **Events:** Throughout the year we attend and hold many events such as our Landcare Festival which employees have the opportunity to be apart of. Some of these events are compulsory to some staff only, but we can be flexible if you have prior arrangements.
- **Feel Good:** Feel a sense of accomplishment knowing what your work is going towards. Gympie Landcare carries out conservation projects around our region and the plants that we use come straight from the seeds that our volunteers plant. You're contributing to the rehabilitation and restoration of precious ecosystems, plus you're informing the public about it at the same time.
- **We're fun!** We love to keep things light hearted, and we're ready to help each other out when needed! Not to mention the peace and quiet of a nursery setting.

GDLG Purpose

Inspire environmental regeneration through community engagement.

GDLG Vision

To have an abundant, healthy and self-sustaining biosphere.

Applications

Applications must contain the following criteria. Applications received that do not meet the below criteria will not be considered:

- Cover Letter addressed to the General Manager including a statement addressing the key selection criteria from the position description; and
- Resume with three references including contact information.

Please email your cover letter and resume to admin@gympielandcare.org.au by Friday 28th February 2020.

What Happens Next?

After applications close, we will review and shortlist all applicants whom have been successful in obtaining an interview by phone. We hope to contact shortlisted applicants within 2 weeks of the close off date. Unfortunately, due to the high volume of applications, only those whom have been successfully shortlisted will be contacted. We apologise for any inconvenience this may cause but we are grateful that you took the time to apply with us. If you are unsuccessful in being shortlisted, we do encourage that you continue to reapply when new positions become available. You can follow us on Facebook or sign up to our newsletter to receive updates on positions when they become available. Good luck, we hope to see you soon!

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