



Gympie & District
Landcare
Group

POSITION DESCRIPTION

Position:	Junior Nursery Retail Assistant
Award:	Nursery
Hours:	20 hours per week
Pay rate:	As defined in the Nursery Award 2010.
Contract Type:	Part-Time
Responsible to:	Customer Service Coordinator
Start Date:	Approximately late September/Early October 2020

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 support both the retail and propagation activities of the native plant nursery.

Person

This position is a Junior position and only candidates between the age of 16 and 24 will be considered. This is an initiative offered through the Federal Youth Boost Program.

The Junior Nursery Retail Assistant should have a passion for customer service, preferably with a practical working knowledge of retail procedures. The successful candidate will ideally be reliable, passionate about plants, and an enthusiastic self-starter who is willing to work with our community to meet the environmental objectives of the nursery. This person will have initiative and be open to taking direction and learning from a broad range of people.

The successful candidate may have the opportunity to begin a traineeship in this role as well, depending on eligibility requirements. Traineeships offered through our nursery are either a Cert II or Cert III in horticulture.

Responsibilities

- Assist the Nursery Manager in keeping good and accurate records;
- Welcome and greet customers;
- Providing information resources to customers and general enquiries;
- Operate a point of sale & inventory management system for the retail operations;
- Answer phone calls and take messages when required;
- Assist in building a loyal customer base, providing outstanding customer service;
- Ensure the sales area resources are maintained and in good working order;
- Assist with stock take, stock replenishment and labelling;
- Maintaining outstanding store condition and visual merchandise standards; and
- Work co-operatively with other teams to support the vision and purpose of Gympie Landcare.

Required Knowledge, Skills and Abilities

Essential

- Basic understanding of sales principles and customer service practices;
- Willingness to develop a working knowledge of the nursery stock and plant suitability;
- Solid communication and interpersonal skills;
- Customer service focus;
- Friendly, helpful, confident and engaging personality;
- Basic administration skills;
- Ability to prioritise workload; and
- Intermediate computer skills.

Desirable

- Currently studying horticulture, retail and/or administration/business certification.

Physical Demands

This position may be physically demanding at times and requires a person who is fit, energetic, and flexible. At times you will be required to perform duties outdoors, with appropriate sun protection.

Applications

Applications must follow the below application criteria. Applications received that do not meet the below criteria will not be considered. To be considered for this position, please provide the following:

Cover letter addressed to the General Manager outlining:

- Which position you are applying for;
- How you meet the essential required skills listed in the position description;
- How you will obtain any required skills you may not have;
- What your long-term career goals are; and
- Why you are the right candidate for this position.

Resume which includes:

- Work/work experience/volunteer history directly related to this position, outlining similar tasks you have been involved with;
- A list of any accreditations and licences that relate to this position; and

- Three professional or personal references with contact information. References are required prior to the interview process. Resumes provided without references will not be considered.

Please email your **cover letter and resume**' to admin@gympielandcare.org.au.

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 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 a part of. Some of these events are compulsory for staff, 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 and regenerative 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.

What Happens Next?

After applications close, we will review and shortlist all applicants whom have been successful in obtaining an interview and will contact shortlisted applicants by phone. We often receive large volumes of applications, and while we try to contact you personally, this may not be possible and in that case we will advise that the position has been filled on our website. 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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Newsletter: [Sign Up To Newsletter Here](#)