



Naples Botanical Garden

Position Title: Merchandising Assistant – Seasonal (August – April)

Department: Visitor Services – Jane and Chuck Berger Shop in the Garden

Reports to: Director of Visitor Services

Organizational Description

Naples Botanical Garden is a 170-acre world-class paradise, featuring the flora and cultures of the tropics and sub-tropics between the latitudes of 26 degrees north and 26 degrees south, including Brazil, the Caribbean, Southeast Asia, and Florida. The Garden's mission is to connect people and plants through display, education, conservation, and science. The Garden's hands-on interactive Smith Children's Garden, along with 90 acres of beautifully restored native habitats, formal Gardens, walking trails and public programming offer education and enjoyment for people of all ages. Naples Botanical Garden is a 501(c)3 organization.

Position Summary

The Merchandising Assistant is responsible for assisting the Director of Visitor Services in planning and developing a strategy to enable the Garden to sell a range of products that deliver sales and profit targets. Will assist in managing the bricks-and-mortar retail operation, including curation, purchasing, inventory management and merchandising, and especially creating/maintaining our classy and stylish signature look and feel. This includes our Plant Sales Area meant to compliment the plants found in our various gardens throughout NBG. Helps ensure that the visitor's experience is positive and pleasant, and that retail is a viable profit center. **This is a seasonal position from August through April.**

Primary Duties and Responsibilities

- Assist in developing and maintaining Open to Buy plans by category and by item.
- Analyzing trends to anticipate future product needs and reordering on a timely basis. Insuring that proper stock levels are maintained at all times.
- Creating meaningful merchandise displays and maintaining them by restocking and rearranging when necessary.
- Assist in training, sharing product knowledge and motivating a dynamic team within a team to do its part to help insure that NBG Visitors have an enjoyable visit to the Garden Shop.
- Assist in developing a marketing plan for the Garden Shop to include in store promotions, retail events and social media plans.
- Responsible for creating and maintaining store signage.
- Responsible for special order merchandise.
- Assist in creating a corporate gift program and or a donor/sponsor gift program.
- Promote and defend the NBG mission of *engaging* our visitors in learning about plants, gardens and ecosystems; and *inspiring* our visitors to value plants, gardens and natural habitats.
- Lead by example and deliver extraordinary customer service to all NBG visitors and staff. This includes leading by example to help train, manage and motivate terrific volunteers working in the Visitor Center so they, too, have a positive and pleasant experience – and pay that forward to all the visitors and staff they interact with.
- Interface with point of sale technology vendor regarding training, upgrades and system problems; maintains ticketing(Galaxy) and retail(Counterpoint) interface.
- Other duties to include: Physically receiving packages, stocking new invoices, ticketing new items received, shipping items to customers, help to maintain an organized stock room and working on the selling floor.
- Other duties that are assigned by management to include working on sales floor servicing visitors.

Qualifications

- Bachelor's degree in business or "solid retail related" field or an equivalent level of education and 5+ years' experience
- Math skills are essential
- Experience in plant retail/horticulture a plus
- Must be able to communicate clearly, effectively and comfortably in written and spoken word with the Board, staff, vendors and the Garden's broad-based constituency of community leaders, donors, members and volunteers.
- Professionalism, enthusiasm, and a desire to learn are required
- Working knowledge of Microsoft Office software and point of sale software experience
- Must be available to work 30 to 40 hours during peak buying season(August-April)
- Weekends, Nights and holidays are required. Flexible schedule is a must.
- May stand for long periods of time; bending and kneeling. Walk and inspect store. Work in fluctuating temperatures. Lift and carry objects up to 10 pounds on a regular basis.

A pre-employment background check required.

Naples Botanical Garden is an Equal Opportunity Employer. The Garden has a long-standing policy of employment and advancement based solely upon qualifications to perform the essential elements of a position without regard to age, creed, gender, national origin or ancestry, race, color, religion, veteran status, pregnancy, marital status, HIV status, genetic information, sexual orientation, handicap or mental or physical disability, race, color, religion, sex, sexual orientation, age, national origin or disability.