



Job Description

Fifth Season Gardening Keyholder position is considered a team leader across several daily operations including opening & closing tasks, customer service, front-of-house management, POS expertise, team morale, and special projects. Reports to store management and assists store leadership to coach team members. Position prioritizes customer service by providing courteous, friendly, and efficient service to all customers and team members. All positions must strive to support Fifth Season core values and goals, promote local store programs and initiatives, and ensure adherence to all applicable health and safety regulations and regulatory duties required.

Responsibilities:

- Models and delivers outstanding customer service.
- Sets and achieves the highest standards of retail execution.
- Works as Team Leader to deliver and maintain front-of-house operations.
- Follows through on all customer questions and requests; resolves concerns as needed.
- Assists management to resolve team concerns or issues.
- Consistently communicates and models Fifth Season vision and goals.
- Direct liaison with store GMs and Assistant Manager(s).
- High competence navigating instore POS, and relevant technology systems.
- Fosters and encourages a positive environment of outstanding teamwork, mutual respect, and exceptional morale.
- Maintains awareness of customer flows and helps direct Team Members as necessary to surprise and delight customers; responds promptly to customer needs and questions.
- Assists in training, developing, mentoring Team Members in a manner that sustains a high-performance team and minimizes turnover.

Job Skills:

- High energy, enthusiasm, and displays an affinity for our products, and services.
- Demonstrates product and category knowledge, maintains awareness of insights.
- Growth mindset towards greater responsibility and ownership.
- Desire to coach and mentor others for growth.
- Excellent interpersonal, motivational, team building, and customer relationship skills.
- Product and category knowledge.
- Advanced knowledge of opening and closing procedures as well as POS retail systems.
- Proficient with online shopping platforms ex: Shopify
- Proficient skills for merchandising and managing inventory.
- Demonstrated decision-making ability, leadership skills, and ability to prioritize.
- Proficiency with Google platforms, and operations-related applications.

**Experience:**

- 4+ years retail Team Member experience and 1+ years of supervisory/managerial experience.

Physical Requirements / Working Conditions:

- Must be able to lift 50 pounds.
- In an 8-hour workday: standing/walking 6-8 hours.
- Work requires the following motions: bending, twisting, squatting, and reaching.
- Ability to work in a wet and cold environment.
- Ability to work a flexible schedule including nights, weekends, and holidays as needed.
- Ability to use tools and equipment, including box cutters, electric pallet jacks, and other heavy machinery.

Benefits:

- Competitive Hourly Wage
- Employee Discounts