

Position Description

Position Title:	Site Supervisor
Business Group:	ASQ Garden & Landscape Pty Ltd
Reports to:	Site Manager
Department:	Nursery/Yard
Supervises:	Sales Assistant/ Nursery Hand/Site workers
Classification:	General Retail Industry Award – Level 4

Company Overview

ASQ Garden & Landscape is an integral division within the ASQ group, providing a professional network of retail and trade outlets. We distribute many of our own products and complement this with other quality garden and landscape products, to provide an extensive range for our customers. Our Garden & Landscape sites are presented and maintained to the highest industry standard and operate under professional, qualified staff who deliver expert advice, knowledge, and services.

Position Overview

The Supervisor is responsible for the safe and efficient daily operation of the nursery, including supervising workers, providing of high level of customer service, negotiating purchases with suppliers, and ensuring products are maintained in optimum condition and are well presented.

Key Responsibilities

1. Ensure compliance with the ASQ Document Management System [Operational and Workplace Health, Safety and Environment (WHSE)]

The Site Supervisor is responsible for complying with all ASQ policies and procedures according to our Operational and WHSE Management Systems.

Responsibilities include, but are not limited to:

- Adhering to ASQ policies and procedures.
- Ensuring workers adhere to ASQ policies and procedures.
- Compliance with the ASQ WHSE Management System including inductions, hazard reporting, take 5's, incident reporting, Safe Work Method Statement (SWMS), risk assessments, Routine Activity Calendar (RAC), Safe Work Practices (SWP), site inspections, subcontractor management, emergency response/code red, traffic management, first aid management, Lock Out Tag Out, participation in training.
- Adhering to the Guidelines for Nursery and Gift wares.
- Preparing and attending prestart meetings where required.
- Preparing and attending toolbox talks where required.

2. Daily Operation of the Site

The Site Supervisor is responsible for overseeing the safe and efficient daily operation of the site.

Accountabilities include:

- Labelling and pricing of products including off located displays, i.e. potting mix or such.
- Shopping for groceries, office supplies or such for the site.

Responsibilities include, but are not limited to:

- Ensuring a high level of customer service is provided and the correct and appropriate advice is given.
- Ensuring the daily operation of the site runs according to standard procedures/tasks (such as opening/closing of site, sales/purchases/transfers, customer deliveries/truck scheduler, cash reconciliation and banking).
- Negotiating purchases with suppliers, providing direction on product lines and purchasing stock in conjunction with Site Manager.
- Liaising with Site Manager regarding maintaining UNES database including receiving and entering stock, stock transfers, pricing and new/amended products.
- Assist Site Managers in completing stock take.
- Ensuring products and display areas are maintained to a high standard and in optimal condition.
- Ensuring all products are labelled and priced accurately including off located displays i.e. potting mix etc.
- Regularly communicate with the Site Manager regarding all aspects of the site (workers, issues, products, new ideas etc).
- Creating a sales-oriented environment (on selling and impulsive buying) and maintenance of site and store appearance as per the standards set by the Visual Merchandising Manual.
- Ensuring workers maintain a clean and orderly workplace.
- Asset management (pre-starts, faults and fuel entries), invoice approvals and raising Purchase Orders up to \$5K in OneHub.
- On call for alarm company call outs/issues.
- Attend Garden & Landscape meetings as required.

3. Supervision and training of staff

The Site Supervisor is responsible for supervising the site workers.

- Managing absenteeism (on rostered shifts), approving timesheets and leave on the HR/Payroll system.
- Participating in the recruitment process and inducting new hires.
- Organising and preparing staff roster for Site Manager approval.
- Coaching workers on sales.
- Providing training to new and existing workers.
- Organising uniforms and PPE gear for workers.
- Creating a daily task list for workers and providing direction accordingly.
- Regularly communicating and providing feedback to workers.

Key Selection Criteria

1. Must have proven retail experience
2. Knowledge/experience in nursery and landscape products
3. Experience with Point-Of-Sale (POS) systems
4. Ability to work weekends and public holidays as required
5. Training and mentoring experience (desirable)
6. Must have strong leadership skills

Education, Certification and Licenses required:

7. Relevant tertiary qualification in Horticulture or appropriate industry training courses
8. Sales loader license/experience (desirable)
9. Valid driving license (preferably manual)

Personal skills/ attributed required:

10. Safety-conscious
11. Strong work ethic
12. Fit for work, according to the position
13. Highly motivated with a positive attitude
14. Demonstrated ability to contribute to a team in a professional and collaborative manner.
15. Sound literacy, numeracy, and IT skills
16. Strong attention to detail
17. Excellent communication and interpersonal skills
18. Excellent time management, organisational and customer service skills
19. Ability to work under pressure and meet deadlines/customer requirements

Key contacts

- Garden & Landscape Site Managers
- Garden & Landscape Supervisors
- Garden & Landscape Workers
- Customers
- Suppliers
- Other ASQ management and workers

We acknowledge this information adequately describes the role, but it is understood all employees of ASQ have a responsibility to contribute to the advancement of the organisation by undertaking other assignments and projects as required. This position description is subject to review and amendment at any time, as appropriate.