



THEODORE PAYNE FOUNDATION

for Wild Flowers and Native Plants

Retail Assistant PT
Posted April 28, 2021

POSITION OBJECTIVES

Theodore Payne Foundation's retail operation is a critical link between the mission of the Foundation and our members, customers, and visitors. The Retail Assistant provides a positive and well-informed face to the public and represents the Theodore Payne Foundation in a professional and ethical manner. The Retail Assistant has primary responsibility for assisting customers, stocking merchandise, maintaining retail spaces, processing and fulfilling online orders, and other duties as assigned. This position is part time and reports to the Bookstore Manager.

DUTIES & RESPONSIBILITIES

- Works with customers in person, via email, and on the phone to provide accurate information; makes cash, check, and credit card sales; opens and closes registers, and prepares receipts for bookkeeper at end of day
- Increases bookstore and membership sales through product knowledge, initiation of customer contact and rapport, and ensuring that customers are satisfied and encouraged to return
- Restocks, cleans, and straightens up items in bookstore areas and bookstore office
- Fulfills and processes online and in-store pickup orders
- Registers participants in person, online, and over the phone for classes and events
- Works with staff to coordinate and prepare for events
- Updates membership database
- Receives incoming inventory
- General office work, record keeping and other duties as assigned

KNOWLEDGE, SKILLS & ABILITIES

- Solid computer skills, including Microsoft Office, Lightspeed POS knowledge a plus; ability to learn new programs is essential
- Strong mathematical skills, accuracy paramount
- Ability to lift 50 pounds, climb a ladder, and stand for long periods indoors and outdoors during cold, wet conditions in winter as well during hot summer conditions
- Must be energetic, personable, patient, and have a good sense of humor
- Must be able to work overtime during busy seasons including the occasional Sunday
- Flexible attitude and detail-oriented
- Retail and/or office experience is essential

- Legible handwriting essential
- Native plant knowledge or interest in CA native plants, desirable
- Basic Spanish speaking ability, a plus

BENEFITS

- Sick time
- Staff discount

Schedule: 24 hours/week, must be available Fridays and Saturdays

Pay Rate: \$15.00/hour

TO APPLY

Send cover letter, resume, and references to jobs@theodorepayne.org with the subject heading of: **Bookstore Assistant**

THEODORE PAYNE FOUNDATION

The Theodore Payne Foundation is a non-profit nursery and educational organization that promotes the understanding and use of California native plants. The Foundation has approximately 3,000 members and an outreach to nearly 14,000 via its e-newsletter; it has a paid staff of 18 and a corps of 150 volunteers. The Foundation owns and operates a 22-acre educational facility and nursery in Sun Valley in the San Fernando Valley, Los Angeles, CA, and has an operating budget of more than \$1 million. Major activities include operating a public nursery/seed room and bookstore, plant propagation, adult education and K-12 nature education classes, demonstration gardens, an annual native plant garden tour with 2,000 attendees at 40 gardens, seasonal plant sales, as well as donor, member, and volunteer appreciation events. Outreach activities include the web site, e-newsletter, social media, and offsite sales. For more information, visit theodorepayne.org The Foundation is an Equal Opportunity Employer and all TPF activities are conducted without discrimination based on race, color, genetics, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or status as a protected veteran. TPF is also committed to compliance with all fair employment practices regarding citizenship and immigration status.