

Your position title will be	Team Member – Garden Department
You'll be supported by	Garden Department Manager

HOW YOU'LL HELP INSPIRE KIWI TO LOVE WHERE THEY LIVE, WORK AND PLAY

You'll be with our customers all the way, delivering exceptional customer service, assisting them in choosing products according to their needs, budget and outcomes sought and making recommendations.

You will be focused on contributing to the overall success of our business by maximising sales, profitability and providing quality customer service.

WHAT YOU'LL DELIVER

- Epic experiences for our customers that make their shopping journey simple, easy, and brilliant when it matters.
- Creating moments of 'surprise' and 'delight' to make our customers feel valued, and ensuring they know we've got their back
- Applying your passion for home improvement, knowledge, and expertise to help our customers with all their project needs.
- Ensuring our customers always feel welcome by acknowledging, providing them with expert knowledge and advice or helping them connect with the right experts, and focusing on providing positive experience throughout their visit.
- Prompt, efficient, accurate and friendly service, always demonstrating our "With You All The Way" service standard
- Provide knowledgeable advice to customers on garden products including plants, seedlings, soils, fertilisers, pest control, outdoor living and seasonal garden needs.
- Assist customers with plant selection, care advice, and ongoing maintenance recommendations to support successful gardening outcomes.
- Maintain the health, presentation, and quality of live plants through regular watering, pruning, dead-heading, rotation, and removal of unsaleable stock.
- Ensure correct handling, storage, and display of live plants and garden products in line with supplier and company guidelines.
- Support seasonal garden set-ups and promotional displays, including peak trading periods such as spring, summer, and key gardening events.
- Monitor weather conditions and adjust daily tasks accordingly to protect stock, customer safety, and team wellbeing.
- Assist with the safe handling of bulk garden products such as soils, mulches, fertilisers, and outdoor furniture.
- Curiosity to grow product knowledge and share information with customers and co-workers
- A willingness to work across multiple or different departments as needed
- Assisting the Garden Department Manager with the training and development of new team members
- Communication of issues and concerns to the leadership team with a great sense of urgency
- Replenish product throughout the day maintaining high merchandise presentation standards and enable a seamless experience for our customers
- Assistance with Click and Collect orders as and when required
- Ensure accurate stocktakes are completed efficiently as required
- Ensure accurate and timely price updates/changes as required
- Focus on store presentation ensuring the store is clean, tidy, and well presented for our customers, leaving a positive impression
- Full awareness of your surroundings to ensure the safety and security of yourself, store product and your teammates, reporting any suspicious characters or security concerns immediately to duty management
- Integrity in following all safety and store policies and procedures
- Compliance with all internal and external policies and procedures that govern the store's activities as they relate to your role, including Health & Safety guidelines and procedures.
- Compliance with all assigned online learning course and standard operating procedures.
- Ensure all communications, behaviours and interactions are aligned with company brand values.
- Any other duties or responsibilities that your manager feel are appropriate given your role and skills.

CORE CAPABILITIES YOU NEED	MINDSETS, HABITS AND BEHAVIOURS YOU NEED
<ul style="list-style-type: none"> • A genuine interest in gardening, plants, and outdoor living, with the ability to translate that knowledge into practical advice for customers • Awareness of seasonal gardening cycles and how they influence customer needs and stock management • Physical activity is required, including lifting, bending, standing for extended periods, and manual handling of garden products • Deliver excellence in customer service acting in the best interests of the company • Communicate with everyone effectively and carry out agreed solutions • Manage issues as they arise, reporting them to your manager as appropriate and maintaining open communication channels • Create and maintain professional, friendly working relationships, sharing information as needed 	<ul style="list-style-type: none"> • Work collaboratively with your fellow teammates, both within your team and across other departments • Flexibility and adaptability • Be open to learning and new ways to continuously improve. • Be customer obsessed, ensuring they take priority over other tasks and busy-ness. • Present yourself positively, through personal presentation and attitude

TECHNICAL SKILLS YOU HAVE	YOUR ROLE SCOPE
<ul style="list-style-type: none"> • Knowledge or willingness to learn about plant care requirements including watering, sunlight, soil types, fertilising, and pest management • Ability to safely handle live plants, garden chemicals, and heavy or bulky garden products in accordance with safety guidelines • Understanding of correct storage, labelling, and compliance requirements for garden chemicals and treatments • Effective selling techniques to maximise sales • Knowledge or interest to learn about all the products within your assigned department, and know their features and benefits • Merchandising techniques • Knowledge of relevant legislative governances i.e., Fair Trading Act, Consumers Guarantee Act etc., and act in accordance with them 	<p>Number of direct reports: Nil</p> <p>Budget ownership: Nil</p>

HOW WE DO THINGS HERE AT MITRE 10

- We live by our values and mindsets in how we are with one another as one team and with our customers
- We all play an active part in our health, safety & wellbeing obligations, following guidelines and procedures and always working in a safe way
- We all know the guidelines we're working within to help us stay on track (policies and procedures)
- We all muck in and help with whatever needs doing



Customer obsessed



One team



Honest and fair



Strive for excellence

We thrive in an environment that is...

Empowering & energising

We trust people to do the right thing. Empowering decision making and autonomy means our people rise to challenges while loving what they do. We want to let people fly so they can do their best work.

We'll do the best work through our...

Collaborative networks

Thinking in departments and silos means we're missing out on all the great skills and insights from other team mates. You can do even better work by seeking out input and can create more value by drawing on the knowledge of others outside your patch.

We are courageous by being...

Open to learning

We're optimistic, fearless learners who love exploring possibilities. We learn from mistakes and look for ways to continuously improve. We know when to stop doing what doesn't serve us and boldly face into making changes, iterating as we go.

We are focused and driven so...

Our customers win

We're here for our customers. With a laser focus on delivering value, customer outcomes take priority over tasks and busy-ness. We make clear decisions at pace and deliver on promises we make to customers and each other.