

McCue Garden Center

Assistant Manager Position Description

Staff Leadership & Development

- Build, motivate, and lead a strong, customer-focused team.
- Delegate responsibilities while managing accountability.
- Schedule and conduct interviews for potential job candidates.
- Promote safety while helping shape and enforce policies and procedures among front-end staff.
- Maintain compliance fairly, consistently, and effectively.
- Provide ongoing training and develop productive workflow processes that support an efficient, positive customer experience.
- Provide regular performance check-ins and constructive feedback.
- Step into departments when support is needed.
- Support staff with POS transactions and ensure accurate daily sales reconciliations.

Product & Store Standards

- Maintain retail areas, products, and common workspace areas to ensure they are clean, organized, well-stocked, and properly priced.
- Ensure all retail items are clearly and accurately labeled with current pricing.
- Perform quality checks on outgoing orders to ensure they meet company standards and exceed customer expectations.
- Rotate displays regularly to reflect seasonal trends, enhance the customer experience, and drive sales.
- Dynamically sell through phone and email communication by providing knowledgeable product information and helping customers make confident purchasing decisions.
- Give confident recommendations and identify opportunities for add-on sales where applicable.

Customer Experience

- Create a welcoming environment and provide personalized customer experiences.
- Build relationships with customers by offering knowledgeable service and thoughtful solutions.
- Resolve customer concerns promptly, professionally, and in alignment with company values.
- Take ownership of finding answers—whether by assisting directly, connecting customers with the right team member, or recommending trusted resources within our network.

Qualifications & Personality

- Demonstrates accuracy, organization, and strong attention to detail.
- Enjoys working in a hands-on, customer-facing environment with daily interaction with customers and employees.
- Comfortable with physical, outdoor work in a garden center setting.
- Communicates clearly, professionally, and effectively.
- Takes initiative and looks for opportunities to improve operations and support the team.
- Understands the bigger picture of the garden center business and takes pride in being an essential part of the team.
- Brings a positive attitude, strong work ethic, and a willingness to contribute wherever needed.

Role Focus

Lead the team. Maintain high standards. Create an exceptional customer experience. Support the success of the entire garden center.