

Job Description - StoreAssociate

Last Updated 02/23/2026

Information

Job Title	Store Associate	Position Type	Part-time / Full-time, seasonal, occasional overtime required, weekly schedules change occasionally, weekend work is required and days off may not be consecutive
Classification	Nonexempt (hourly)		
Reports to	Store Manager		
Supervisory Responsibilities	None	Salary	\$16-17 per hour

Job Summary

Store associates provide superior customer service by ensuring customer engagement and satisfaction. They also create a clean, organized, and welcoming customer-friendly environment.

Duties & Responsibilities

- Greet customers and then consult with them to provide purchasing options based on their needs and preferences, demonstrating up-to-date knowledge on current products, pricing, and promotions.
- Accurately handle financial transactions (purchases, returns and exchanges) using point of sale software.
- Assist in maintaining a clean and organized product floor, and ensure a welcoming, customer-friendly environment (mop, sweep and vacuum; clean restrooms; clean and organize products and workspaces, etc.).
- Move products to and from store, warehouse, nursery, other backstock locations and customers' vehicles.
- Accurately organize, label, price, and count products.
- Create and maintain accurate records of transactions.
- Perform other duties as assigned by the store manager or assistant manager.

Required Skills & Abilities

- Able to develop and maintain knowledge of horticultural products including annuals, vegetables, herbs, perennials, trees, shrubs, houseplants, soils, mulches, fertilizers, amendments, irrigation supplies, and control products (insecticides, herbicides, fungicides, repellents).
- Superior communication skills with customers and team members
- Able to calmly and politely handle customer complaints, diffuse difficult situations, and involve management if the situation warrants it.
- Able to learn new ways of doing things and to embrace Rick's methods.
- Able to fill many roles as a collaborative member of a team.
- Able to be adaptable, flexible and to do work that includes frequent interruptions and shifts in direction.

- Able to work efficiently and independently when performing detail-oriented tasks that are both assigned and self-initiated.
- Able to maintain a positive and encouraging attitude.
- Able to remain enthusiastic about fast paced, physical work.

Required Qualifications

- High school diploma or equivalent
- Proven capabilities in a customer service or sales role
- Experience using computer applications
- Basic math skills
- Shift flexibility, including weekends and holidays
- Able to work within a group with a friendly and positive attitude

Preferred Qualifications

- Cashier experience
- Proven capability with point-of-sale systems
- Horticultural knowledge
- Merchandising experience

Physical Requirements

- Bending and kneeling
- Standing and walking for long periods of time
- Lifting up to 50 pounds multiple times a day
- Carrying products up and down stairs
- Working outside in all weather