



Garden Support Assistant

Job Description

Position:	Garden Support Assistant
Department:	Garden Support
Reports To:	Garden Support Manager
Job Type:	Part time with future Full time opportunity, Hourly position

Position Overview

- ✔ The purpose of this role is to work directly under the Garden Support Manager to support critical tasks related to installation and maintenance of turnkey raised bed vegetable gardens. We perform every step of the service for clients from building the gardens to maintaining them on a regular schedule. This role will report to job sites all over the greater Austin area from Dripping Springs to Georgetown. You will arrive at the time and location designated in our remote scheduling phone app and perform duties as assigned, such as moving gravel, soil, lifting and leveling garden beds, assembling trellises, planting plants, pruning and tending the gardens, harvesting, clean up and much more. This is a critical role, dedicated to ensure a smooth, high quality, client-focused experience for new garden builds and maintaining existing gardens. This position takes place outdoors and requires physical work in all kinds of weather. You will use tools such as wheelbarrows, shovels, and other garden hand tools. Since we have projects all over town of various sizes and types, tasks and routines may transition quickly and strong versatility is a must.

Responsibilities (tasks associated with the role)

- ✔ Arriving on time to assigned job location, wearing required uniform, bringing tools you have been issued and performing tasks as assigned.
- ✔ Using shovels, wheelbarrows and other hand tools.
- ✔ Light-to-medium garden work such as moving gravel and soil, lifting and placing wooden raised beds and trellises, installing landscape fabric and pavers, trimming and removing plants, delicate tending, planting plants and much more.
- ✔ Maintaining safe and tidy work practices that keep yourself, your teammates and the client's property safe and protected.
- ✔ Ability to use our remote time tracking and scheduling app on a smart phone or home computer as well as communicate and receive assignments via our Slack workspace

Requirements (and expected proficiencies to excel in this role)

- ✔ High school diploma or equivalency
- ✔ Access to reliable transportation
- ✔ Resourceful, hard working, careful, proactive nature
- ✔ Familiarity working with plants and a high willingness to learn and adhere to our methods and techniques.
- ✔ Willingness to appear on social media
- ✔ Ability to lift 40lbs and perform physical work outside in a wide variety of weather conditions over several hours.
- ✔ Passion for exceptional customer service
- ✔ Fluent proficiency in English
- ✔ 1 (minimum) year of Customer Service experience
- ✔ Clean criminal background check and driving record

Metrics (Expected Results)

- ✔ Completed tasks and projects with a high level of efficiency, accuracy, and quality, on schedule.
- ✔ Maintain client satisfaction levels that result in upsells and renewals of client contracts.

This job description is not all-inclusive and certain activities, duties or responsibilities may be required of the employee as needed.