About Us

As Kansas City's Botanical Garden, Powell Gardens plays a vital role in the community as a space for release, rejuvenation, and the celebration of the fleeting nature of nature itself. Visitors enjoy themed display gardens, a three-mile nature trail, seasonal festivals, rotating exhibitions, and exceptional architecture. Established in 1988, Powell Gardens is a public garden, maintaining 970 acres of lush, rolling hills and windswept meadows, with more than 175 acres and a large collection of plants open to the public for education, exploration, and recreation.

We at Powell believe that our team members are our most important asset. By building strong relationships with each other, we can ensure that our guests have the best possible experience. If you love to work in a beautiful environment and want to leave your mark in the gardening world, Powell Gardens is the place for you! Come experience our beautiful gardens and join our team of experts.

The Yard Crew Member role delivers exceptional customer service and assists in sales within our outdoor yard. As a key customer contact in our outdoor yard, this team member drives sales by providing excellent service. This involves guiding customers through our products, answering questions with expertise, and maintaining an attractive and well-organized yard. By efficiently fulfilling orders and ensuring a safe workspace, the Yard Crew Member contributes to positive customer experience, operational efficiency, and a strong safety culture.

Essential Functions

1. Customer Service & Coordination
   - Greet and assist customers constantly in the yard, offering guidance through our selection of green goods and hard goods to help them secure what they need.
   - Proactively engage with customers, answering their questions about various plants and outdoor materials, and offering advice to support their landscaping decisions.
   - Actively approach customers to help and inquire about their project needs and listen carefully to customer descriptions of their preferences to understand their product needs
   - Provide knowledgeable recommendations on suitable green goods (plants, shrubs, trees) and hard goods (mulch, stone, pavers) based on customer needs
   - Walk customers through the yard, showcasing relevant products and explaining their features, benefits, and applications
   - Answer customer questions regarding pricing, availability, and product specifications

2. Inventory
   - Daily arrangement and upkeep of landscape materials, providing an attractive display that showcases their appeal in the outdoor setting.
   - Move and organize products neatly and easily accessible to customers
   - Maintain a thorough knowledge of all green goods and hard goods on hand, including their features, benefits, uses, and care requirements
   - Promote Company's product lines and services

- Stay knowledgeable about industry emerging products to provide informed recommendations and expert advice to customers
- Tag and organize products to ensure easy identification and accessibility

3. Order Processing

- Gather and load daily orders of bulk hard goods and green goods into customers' vehicles, guaranteeing accuracy and a smooth departure.
- Double-check orders to verify accuracy and completeness before loading
- Process “now” orders of new daily transactions

4. Safe Workplace

- Promote and maintain a safe work environment and ensure staff training on safety protocols
- Consistently follow safety guidelines throughout the day while handling heavy materials and operating equipment, maintaining a safe and productive work environment for yourself and others.
- Operate equipment such as forklifts, loaders, and pallet jacks safely and efficiently to move and load materials
- Be aware of surroundings and potential hazards, such as uneven terrain, moving equipment, and overhead obstacles
- Assist customer with ensuring proper weight distribution and load security
- Adhere to all safety policies and procedures

Other Duties

- Maintain a clean and organized work area
- Other job duties as assigned by Site Manager
- Participation in meetings, and working festival shifts beyond traditional hours will be required

Experience/Education

- High School Diploma or GED Required
- 1+ years in customer service environment
- Familiarity with nursery or ornamental horticulture (preferred)
- Strong organizational skills and attention to detail, especially in pricing, tagging, and signage
- Ability to adopt new technologies
- Process and Procedure oriented
- Bilingual preferred
- Valid Drivers License *Required*

Physical Requirements/Work Environment

Must be able to lift 50lbs (team lifting as necessary); accomplish strenuous work, standing, bending and walking on an ongoing basis in various conditions, including extreme heat and cold; perform administrative work in an office setting; ability to work weekends; evenings and holidays as required. This position will

involve hands-on work in the yard, focusing on outdoor tasks such as moving plant material and hardscapes and interacting with customers. Work is performed primarily outdoors, with exposure to varying weather conditions. Responsibilities may include some office tasks related to order processing, inventory management, and customer service using company systems.

To Apply

Applicants interested in this position must submit the following to hr@powellgardens.org.

- Cover letter
- Resume
- Three references: professional, academic, and/or personal

To view our open positions, please go to www.powellgardens.org