



## **Retail Greenhouse Customer Service Representative**

**Job Type:** SEASONAL (40 hours per week max.)

**Pay:** \$16.50 per hour

**Position Description:** As a Retail Greenhouse Customer Service Representative at Hooper's Garden Center, one must be familiar with the following aspects of the greenhouse industry, including, but not limited to, customer service, basic plant knowledge, basic plant growing methods, basic plant care, inventory management, and the day-to-day operations of a retail greenhouse grower. This position must successfully interact with the Heads of Production and Retail Greenhouse Manager in addition to all management personal, owners, and fellow employees. The representative must also successfully and professionally interact with outside vendors, wholesale customers, and all landscape crews.

**Responsibilities:**

- Ensure that each customer receives outstanding customer service by providing accurate and appropriate horticulture information.
- Implement systems and procedures for the Production and retail greenhouses as directed by Management
- Maintain all plant material in the production and retail greenhouses, including, but not limited to, watering, pruning, fertilizing, and transplanting plant material for greenhouse sales
- Scouting for insects and disease, etc. and assisting in maintaining optimal health of greenhouse plant material for retail sales
- Restocking the retail greenhouse with plants out of the production growing areas and/or wholesale suppliers and communicating with management on material quantities and future needs.
- Understand and become fluent in the greenhouse and garden center inventory/sales systems; as well as, assisting in the management of all material flowing through the retail portion of the nursery, garden center, and greenhouses
- Promptly greet customers, assist with plant selections, load plant material, and process sales through the Point-of-Sales system. Effectively work with and assist other departments and personnel within Hooper's Garden Center

**NOTE:** *As part of the Hooper's Garden Center staff, you may be required to assist at another department during our peak season.*

**Working in a greenhouse requires physical demands, such as lifting heavy objects (plants, flower baskets, etc.) and prolonged periods of standing, bending, or kneeling. Please let us know on the application form if there are any medical or physical injuries that may prevent you from completing these tasks.**

***Rain or shine (or snow...), we're open! Applicants should be prepared to face any weather conditions including extreme heat, cold, rain, or snow, especially when watering in the greenhouse.***

***Position Requirements:***

- The Customer Service Representative **must be available on weekends and holidays**. (Keep in mind we are only closed on Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day).
- Every employee at Hooper's Garden Center **must comply with our onboarding protocol** which includes:
  - working at least a week in our Production Department
  - learning our retail POS System
  - familiarizing with the property and employee only zones

***Skill Set and Educational Requirements for Position:***

- Proficient in both oral and written communications.
- Ability to lift a minimum of 50 pounds and able to carry 15-20 pounds repeatedly through the length of a greenhouse, nursery, or parking lot.
- Basic plant knowledge or the willingness to learn about plants and gardening.
- Able to demonstrate good judgment, problem solving, and interpersonal skills with a friendly demeanor.
- Ability to operate in a fast-paced environment.
- Able to represent Hooper's Garden Center in a courteous and professional manner at all times.
- Ability to stand on your feet for 5-10 hour days on concrete
- Good organizational skills and ability to multitask.
- Ability to receive complaints and problems as they arise from customers
- Able to work under any weather conditions that might occur throughout the seasons indoors or outdoors.

***Benefits:***

- Employee discounts
- Opportunities for growth and development
- Friendly and supportive work environment
- Flexibility in scheduling

***Any hiring questions please contact [mariela@hoopersgc.com](mailto:mariela@hoopersgc.com) or visit us in person. :)***

**Hooper's Garden Center**

hoopersgarden.com | +1 (406) 752-2770

Mailing: 432 E Idaho St. Ste. C #507, Kalispell, MT 59901

Address: 2205 MT Hwy 35 E, Kalispell, MT 59901