



## **Tree & Shrub Yard Customer Service Representative**

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

**Pay:** \$16.50 per hour

**Position Description:** As a Tree & Shrub Customer Service Representative at Hooper's Garden Center, you will play a pivotal role in providing expertise to our customers in selecting, caring for, and maintaining trees and shrubs for their outdoor spaces. You will be responsible for assisting customers with their inquiries, providing guidance on plant selection, offering care tips, and ensuring their overall satisfaction.

**Responsibilities:**

- Ensure that each customer receives outstanding customer service by providing accurate and appropriate horticulture information.
- Demonstrate a good understanding of various tree and shrub species such as their characteristics, growth requirements, and care instructions
- Maintain the organization and cleanliness of the tree and shrub yard, including restocking products, organizing displays, and ensuring accurate inventory levels
- Conduct educational workshops or demonstrations on tree and shrub care techniques to engage customers and enhance their gardening skills
- Assist in other departments to ensure that Hooper's is operating in a smooth and efficient way
- Collaborate effectively with colleagues in other departments, such as the Garden Center, Greenhouse, and Production teams, to provide comprehensive customer service and support

**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**

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