



Garden Center Customer Service Representative

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

Pay: \$16.50 per hour

Position Description: As a Garden Center Customer Service Representative at Hooper's Garden Center, one must be familiar with aspects of the garden center industry, including (but not limited to) customer service, basic plant knowledge, inventory management, and the day-to-day operations of a retail center. This position must successfully interact with the Front End Manager, Heads of Production, Retail Managers, Owners, and fellow employees. The Garden Center Customer Service 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.
- Implement systems and procedures for the Garden Center as directed by the Front End Manager
- Accurately and efficiently complete sales transactions and maintain proper accountability on cash registers
- Make sure all products are put up and displayed in a timely fashion and communicate with the Front End Manager on product quantities and future needs.
- Assist in organizing, setting-up and supplying all product and POS material in the garden center for optimal attractiveness to create and drive sales
- Understand and become fluent in the Nursery and Garden Center inventory/sales system; as well as, assisting in the management of all material flowing through the retail portion of the garden center, nursery, and greenhouses.
- Promptly greet customers, assist with product selections, load products, 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 at a garden center also requires physical demands, such as lifting heavy objects (bags of soil, plants, equipment, 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.

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 or visit us in person. :)

Hooper's Garden Center

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