



## **Boutique Customer Service Representative**

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

**Pay:** \$16.50 per hour

**Position Description:** As a Boutique Customer Service Representative at Hooper's Garden Center, you will play a pivotal role in providing exceptional customer service, greeting customers, and maintaining the unique atmosphere of our new boutique area in our garden center. We ask that you be familiar with aspects of retail operations that include inventory management, clean maintenance and upkeep, and learning a Point-of-Sale system. This position must successfully interact with the Front End Manager, Purchasing Manager, all Management personnel, Owners, and fellow employees.

**Responsibilities:**

- Warmly greet and assist customers with their gift purchases in the boutique department of the garden center
- Ensuring the boutique is well-maintained and visually appealing by cleaning shelves, racks, and displays
- Receive, price and move inventory as requested by the Purchasing Manager and Front End Managers
- Develop a comprehensive understanding of the decor and accessories available in the boutique department
- Keep a high level of seasonal trends, new arrivals, and promotions to effectively communicate product information to customers
- Build rapport with customers through attentive service, active listening, and personalized recommendations
- Offer guidance on gift ideas and design ideas to inspire customers in creating beautiful indoor and outdoor spaces for themselves and/or friends and family members
- Upsell complementary products and accessories to enhance the customer's gardening experience and increase sales revenue
- Collaborate with fellow team members and department managers to achieve sales targets and operational objectives
- Willingness to be trained to wrap gifts and prepare gift stacks and gift baskets to customers needs

**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 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).
- Be available as needed in evenings and occasional promotional events
- 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.
- 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