



Outdoor Plants Customer Service and Plant Care

Our Outdoor Plant Customer Service and Plant Care team members are responsible for the care and quality of the plants available for purchase (i.e. watering, cleaning, pricing, restocking) as well as providing genuine customer service (answering questions, offering solutions, helping guests locate items). Cross training on the POS/till is required, as our team members pitch in to help each other out at any time!

The following groups of people are looking for specific knowledge, skills and abilities in the ideal candidate for this role...

Our customers are looking for someone who:

- Greets them with warmth upon entering the department
- Has extensive knowledge and experience in caring for seasonal and edible plants, perennials, trees and shrubs so that questions are answered readily and accurately.
- Has extensive knowledge of common pests and diseases that affect seasonal plants, as well as related prevention and solution steps
- Can help ascertain the customer's garden needs and suggest appropriate plants and combinations to meet them
- Pays great attention to detail and is quick to lend a hand, from obtaining a cart for larger purchases to providing additional information on plant care
- Genuinely enjoys helping customers and isn't afraid to show it!

Your coworkers are looking for someone who:

- Is able to thrive in a fast-paced work environment and willing to lend a helping hand whenever it is needed
- Asks thoughtful questions, and retains answers, to continually gain knowledge in order to further provide great customer service
- Collaborates with team members to ensure best practices are met and progress is made as a team.
- Has excellent time management skills, so that customers and in-store product are always well looked after
- Is neat, tidy, keeps workstations clean, is safety-minded and maintains store property well
- Has experience in watering, fertilizing and monitoring plant health so that product quality is always at its best
- Is an equal contributor to the team and willing to go the extra mile for customers and team members alike
- Has a great sense of humour and willingness to learn!

In addition to the above, our leadership team is looking for someone who:

- As above, has extensive knowledge of seasonal, edible and perennial plants, trees and shrubs, common garden pests and diseases. Lawn care knowledge is beneficial as well. As much as we appreciate the willingness to learn (we really do!), *existing in-depth knowledge and experience are requirements of this role.*
- Is a self-starter and able to work well both independently and as part of the team
- Is able to organize his/her work and prioritize tasks effectively so that customers are well looked after and product is maintained to the highest quality
- Has an outstanding history in customer service. Cashiering experience is an asset, as cross-training on the POS is part of the role.
- Enjoys working in a quick-paced, interactive environment and in a variety of weather conditions
- Has exceptional attention to detail and isn't afraid to ask questions (and retain the answers!) so that those details are always looked after
- Is safety conscious and looks out for the well-being of others
- Has a great sense of humour and willingness to learn (yes, it's on the list a few times!)
- Note: Previous retail garden center experience is an asset

Position Hours: Given the nature of the business and our industry, hours will fluctuate seasonally, between 20-40 per week, with fewer hours during the slower seasons, more during the busy spring season. One day of the weekend is required (or both days if you are looking for both!). There is some flexibility with regard to hours too, so this can be discussed during the interview.

Wage: From \$20 per hour, commensurate with knowledge, skills and abilities

If you meet the requirements of this position and feel you would be an asset to our team, we would love to hear from you! Please complete an application form (available in store or print a copy from our website) and return it via one of the methods listed, to the attention of Erin by **email:** erin@mintergardening.com or by **mail:** Minter Country Garden 10015 Young Rd., Chilliwack, BC V2P 4V4