



## Perennial & Nursery Customer Service and Sales

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 trees, shrubs, perennials and related nursery products so that questions are answered readily and accurately. If the answer is unknown, they are looking for someone who is quick to find the right answer!
- Can help ascertain the customer's true needs and suggest appropriate plants and combinations to meet them
- Has extensive knowledge of common tree, shrub and perennial pests and diseases, as well as related prevention and solution steps
- Has experience and some knowledge in water feature (pond) structures/components, water plants and water gardening maintenance
- 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 and challenging work environment and willing to lend a helping hand whenever it is needed
- Asks thoughtful questions to continually gain knowledge in order to further provide great customer service
- Has excellent time management skills, so that customers and in-store product are always well looked after
- 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
- Is neat, tidy, keeps work stations clean, is safety-minded and maintains store property well
- Has a great sense of humour and willingness to learn!

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

- 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
- Enjoys working in a quick paced, interactive environment and in a variety of weather conditions
- Is safety conscious and looks out for the well-being of others
- Has exceptional attention to detail and isn't afraid to ask questions (and retain the answers!) so that those details are always looked after
- Has a great sense of humour and willingness to learn (yes, it's on the list twice!)

Position Hours: Hours can be between 12-40 per week and weekend work is mandatory. Hours can be based on the candidate's availability, i.e. shorter hours to coincide with university school schedules, or they can be closer to full-time for those looking for consistent, long term roles, but one or more days of the weekend are still required. Hours may shorten slightly outside of our busy seasons, but this is also weather dependent.

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 mail:

Country Garden Ltd.  
10015 Young Rd.  
Chilliwack, BC  
V2P 4V4

By email: [erin@mintergardening.com](mailto:erin@mintergardening.com)