



## Retail Customer Service & 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 and makes them feel valued for shopping with us
- Has solid knowledge of horticulture and horticulture products and related practical experience in plant and garden care 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!
- Pays great attention to detail and is quick to lend a hand, from helping carry items to the car to providing additional information on product care
- Processes sales quickly and accurately and makes customers feel appreciated for supporting our business
- 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 dynamic 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
- Is neat, tidy, keeps work stations clean, is safety-minded and maintains store property well
- 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 also 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 retail sales, including cash handling experience
- 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!)
- Is willing to jump in and assist in any area of the organization that needs help, from events to nursery cleanup
- Note: Possession of a valid BC Pesticide Dispenser's Certificate is an asset.

**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. Spring Seasonal roles normally finish by mid-July. For year-round roles, please note that hours will shorten slightly outside of our busy seasons, and adjustments will also be made due to weather.

**Wage:** From \$16.75 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 mail:**

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

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