



## Nursery Customer Service and Plant Care

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 (and the store as a whole!)
- Has extensive knowledge and experience in caring for trees, shrubs, vines and related nursery products so that questions are answered readily and accurately.
- Can help ascertain the customer's needs and suggest appropriate tree/shrub combinations to meet them
- Has extensive knowledge of common tree and shrub pests and diseases, as well as related prevention and solution steps
- 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 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
- Has experience in watering, fertilizing and monitoring plant health so that product quality is always at its best
- Will eagerly participate in lifting, moving and placing stock, loading and unloading trucks, putting plants to bed for winter and help bring them forward again in spring. This is a hands-on role in every sense, and all that we do is a team effort!
- 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 leadership 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 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 (as in, all of them)
- 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 16-32 per week based on the candidate's availability (i.e. shorter hours to coincide with existing commitments, 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, and day-time work is required. 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 \$19 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)