



Full-Time Customer Service & Operations Associate

Start Date: January 2023

Responsibilities:

- Assist customers in store, on the phone, and via email providing high-quality and thorough guidance and suggestions based on the seasonal selection and the occasion for the flowers
- First point of contact for customer inquiries and possible dissatisfaction; use expert customer service skills to answer questions efficiently and handle any miscommunication/complaints with an active listening and solution-based mindset
- Coordinate, route, and facilitate each day's delivery route(s) and communicate plan(s) to Design Team with a focus on both efficiency and customer satisfaction
- Wrap custom bouquets to-go for customers in store based on their selection or a selection of designer's choice based on conversation with the customer
- Apply proper flower handling fundamental techniques
- Maintain display areas in boutique sections of store
- Manage stock of boutique/office stock items, communicating with suppliers to reorder when necessary
- Process incoming product and maintain daily fresh floral display in store as needed
- Foster and strengthen client relationships during in-store visits as well as learn and notate more about each specific client through their various orders
- Practice and help to innovate systems and procedures to help Wildroot continue to grow quickly and successfully
- Assist in planning/facilitating Wildroot classes and workshops in store and elsewhere
- Open and close retail store alone when necessary
- General cleaning and maintenance of store/work area including washing buckets/vases/glass, cleaning design table, cleaning display table, display areas, floors, windows, etc.
- *Note: This role does not include floral design responsibilities and will focus on customer service and operational elements of the business*

Candidate Attributes:

- Retail and/or customer service experience required
- Lover of flowers and thoughtful design
- Friendly and cheerful attitude
- Positive response to feedback and willingness to learn, responding well to training as well as taking initiative to ask questions and take ownership of your own development
- Great sense of adaptability in a constantly-changing young business
- Passionate about high-end customer service and providing thorough guidance and advice
- May require on-site design/setup
- Ability to lift up to 30 pounds

Pay & Benefits:

- \$18/hour
- 40% employee discount at Wildroot

- Paid bi-weekly on Fridays. Direct deposit available.
- 2 weeks Paid Time Off for full-time employees. Must provide advance written notice of time off request.
- Wildroot Floral does not provide insurance benefits

Schedule:

- Mon-Fri: 9:30AM-6PM *or slightly later given time needed to close store in evening*
- This is a tentative schedule. Subject to change with business needs as Wildroot is a fast-growing small business. This position requires a flexible schedule and weekend availability, especially during wedding season. During wedding season, this schedule may vary to better accommodate wedding design and delivery.
- The floral industry is seasonal and weekly hours may vary throughout the year, never to fall below 36 scheduled hours/week. Full-time employees should expect to work over 40 hours and possibly as much as 70+ hours/week during busy times.
- *Busiest times of year in floral industry:*
 - *Valentine's Day week*
 - *Easter week*
 - *Mother's Day week*
 - *Thanksgiving week*
 - *Christmas/winter holidays*
 - *Specific weeks during wedding season (Typically May → October)*