

Spring 2021

EMPLOYMENT OPPORTUNITY: Customer Care Team Representative (Wilmette)

Chalet has an opportunity for several staff members to join the ever-growing Customer Care Team.

Responsibilities include:

- Interacting with our customers virtually regarding everything Chalet, both retail store and landscape services that we receive via phone, emails, texts, website or social media.
- Representing Chalet and assisting our customers with a wide range of inquiries and requests: product availability, the creation of new orders; the status of existing orders, event registration, landscape service inquiries, payments processing for current landscape customers, and many more.

The ideal candidate will possess the following attributes:

- The ability to convey a smile and professionalism virtually via email and over the phone.
- Previous experience as a customer service or sales associate is a big plus.
- Able to manage under high-pressure situations during the busy gardening season.
- Strong computer skills and the ability to learn and manage multiple software platforms.
- A logical and effective writer, who can apply the appropriate voice, make specific and memorable word choices, and clearly answer questions and inquiries.
- Plant/horticulture knowledge and/or a passion for plants is a huge plus.
- Interest in seasonal work and the ability to work up to 4-5 eight hour shifts per week, including one weekend day.

Please forward your resume to Jobs@ChaletNursery.com. And, if you don't have a resume, please email our team with your contact information and a little information about how you have served customers in your previous work experiences. Thank you.

About Chalet:

Chalet is deep-rooted in history as a third-generation, family-owned, local business serving the North Shore for over 100 years. Today, Chalet is the North Shore's leading one-stop destination for inspired landscape design, classically fresh products, curated home decor and customer service that creates lifelong connections. Through our award-winning landscape services and retail store located in Wilmette, IL, Chalet is dedicated to helping customers discover fresh, imaginative ways to bring beauty to their home – both indoors and outdoors, and elevate their living space, and grow a personal connection between design and nature.