



November, 2021

Career Opportunity: Assistant Customer Experience Manager– Chalet’s Retail Store, Wilmette, IL

Chalet is a third generation, family owned company that has been successfully serving customers for over 100 years. Our primary business units include retail operations, landscape design/build and maintenance services, and plant production. Our Retail Store is the ultimate source for the home, garden, and landscape where discerning homeowners can find inspirational ideas creative solutions, and expert advice. We are looking for a savvy, strategic and supportive Assistant Customer Experience Manager to join our talented retail team who was named “America’s Most Innovative Garden Center”. Reporting directly to the Customer Experience Manager, you’ll primarily be responsible for continually maximizing the productivity of up to 30 employees, creating a positive workplace, and providing excellent client service. Please consider joining our team and take us into our next century of exceptional service in the North Shore!

Responsibilities include:

- **Personnel Management**
 - Aid the Customer Experience Manager in conducting daily staff meetings to assign work to cashiers and facilitators as well as express expectations for the day.
 - Assist the Customer Experience Manager in training cashiers, facilitators, and greeters in all aspects of the job.
 - Motivate staff by providing a positive work environment based in encouragement and recognition.
 - Mentor staff and coach to areas of opportunity in the moment to improve performance and ease conflict.
 - Back up the Customer Experience Manager and assume leadership on days when they are off.
 - Oversee customer traffic flow at cash registers to minimize wait times for checkout.
 - Write the staff lunch schedule daily.
- **Customer Sales and Service**
 - Demonstrate excellence in customer service in leading by example.
 - Build memorable relationships and experiences with customers by putting them first and going beyond expectations.
 - Provide a consistently efficient, accurate, and courteous customer checkout experience.
 - Resolve customer related issues (errors, overcharging, credits, etc.) with patience.
 - Balance cash drawers daily along with the Customer Experience Manager and Operations.
- **Daily Operations**
 - Keep track of supplies and communicate needs to Operations.
 - Count and balance the safe and cashier’s drawers daily.
 - Act as a liaison between cashiers and Operations.
 - Assist in maintaining organization and neatness in the cashier area.
 - Aid in projects for other areas in the store when needed.

The ideal candidate will have these qualifications:

- 2 to 5 years of retail, customer service, or personnel management experience.
- Bachelor's degree preferable, especially in fashion, retail management, business, or the equivalent.
- Solid leadership skills, extremely organized, and detail-oriented.
- An unflappable customer service mindset and a collaborative, friendly, and helpful team nature.

This is a full-time, year-round position that is eligible for our benefits and compensation package including base salary, medical, dental, life and disability insurances, paid time off, holidays and 401(k) with match. Please forward your resume to alexm@chaletnursery.com