

Appointment Greeter – Email Order Assembly

General Responsibilities

- This position may be required to work inside the retail store or in the nursery, depending on required staffing needs for our schedule.
- Check in customers with appointments as well as manage walk-up traffic.
- Pull customer email orders and prepare them for purchase.
- Check in customers and pull orders in an accurate, efficient, COVID-safe & friendly manner.
- Follow all company policies.

Customer Service Philosophy & Responsibilities:

- Deliver helpful & knowledgeable service.
- Engage the customer in a friendly manner.
- Acknowledge & greet customers as they approach the entrance area.
- Initiate conversation & interactions with the customer in an authentic, personalized way.
- Listen to customers & provide courteous & knowledgeable assistance to each & every customer.
- Assist customers in appointment or walk-up needs.
- Give accurate store information and know where and when you need to find the information you are not experienced in.
- Assist customers with loading & unloading of product when needed.

Job Description:

- Pull customer email orders and prepare them for the next step in processing the order.
- Manage the front door appointment customer traffic and walk-up customers, following the guidelines Garden Fever has established for courteous, efficient and COVID-safe contact with customers. Some customers will be picking up orders and some will need assistance in purchasing one or two items at the front door.
- Know basic store & nursery layout to assist customers in their selection of product & be able to answer customer questions about all indoor & outdoor retail areas.
- Perform store housekeeping tasks to maintain a clean & organized store (e.g. empty trash & recycling, disinfecting surfaces, clean break areas, clean washrooms, sweeping & dusting, etc.).
- Any other tasks as assigned from time to time by Lead staff members.

Physical Requirements to Perform Essential Functions:

- During entire shift, required to stand, walk, stoop, crouch, kneel/squat, bend, reach, push & pull, twist & turn, grasp, talk, listen & hear. This may require fine finger manipulations & repetitive motions with hands & feet.
- Must be able to work inside and outside during inclement winter weather and summer weather.
- Must be able to climb a ladder & use a step stool.
- Must be able to meet a medium physical demand standard and lift & move up to 50 pounds occasionally & up to 25 pounds regularly without assistance.