



Flowers | Plants | Workshops

## Retail Assistant / Plant Specialist

**Hours:** We have openings for both full time and part time positions.

**Shifts:** Full flexibility is required, inclusive of weekdays, evenings and weekends. This role is initially for 3/5 days per week. You will be required to work additional hours as and when the company requires at peak periods such as Christmas, Valentines, Mothers Day etc

### Job Duties:

- Responsible for the day to day activities in our store ensuring that our high levels of customer service are maintained, dealing with customer orders and queries both face to face and over the phone, processing online orders and management of our email inboxes and social media accounts
- Ensuring that our store is clean and ready for business each morning and checking throughout the day to ensure that there are no obstructions or spillages on the shop floor.
- Taking accountability to ensure that every customer is happy with the service they received and the product(s) they purchased
- Maintenance and care of our extensive range of plants.
- Ensuring that you have a sound knowledge of all our products and services, making suitable recommendations to our customers based on their needs whether that be flowers or recommending suitable plants for their home based on the information you have acquired through the appropriate questioning. Plant knowledge is essential for this role
- Maintaining stock levels in the shop, ensuring that the store is fully stocked at all times. Stock rotation and care to avoid losses and maintaining our wastage tracker.
- Managing POS ensuring that customer orders and processed correctly and retail sales are recorded via our till and ensuring that the till reconciles daily.
- Assist customers in store with plant care advice
- Conditioning and maintenance of our cut flowers
- Taking customer orders in store, processing payments and providing aftercare advice

### Qualifications / Experience:

- A minimum of 2 years experience in customer service
- A strong understanding of flowers and plants preferable. Although full training will be provided preference will be given to candidates who already work in or are familiar with the industry
- GCSE Math's/English at grade C or above
- A strong eye for detail, every interaction with a customer in our store is handled with the highest of care and diligence with a customer focused manner prioritising the customer experience at all time
- Excellent time management and problem-solving skills with the ability to think fast on your feet
- Good computer skills
- Excellent communication skills both written and verbal
- A positive can-do attitude with a strong enthusiasm for the Memento Brand
- Full Clean UK driving licence preferred but not essential

### Crew Benefits

- 25 days holiday allowance pro-rata'd



- Generous crew discount scheme across our entire range of products
- Memento 'Welcome to the Crew' kit
- Regular team events
- Excellent development opportunities

### **Equal Opportunities**

Memento is an equal opportunities employer which fosters a culture of diversity and inclusion amongst our crew and partners. We welcome applications from all backgrounds as we continue to grow the business and will give full and fair consideration to all applicants regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership.

This role will be mainly based in our Ormeau Road store with occasional requirement to work in our East Belfast Studio