



Retail Associate/ Cashier

Van Luyk Greenhouses and Garden Centre is seeking friendly, outgoing individuals with a passion for providing outstanding experiences for customers and delighting them along the way. This is a full-time seasonal position. Starting times will vary with the season. This position would pair perfectly for a student who works in a summer camp later in the season.

Applications will be accepted **in-person** at our location at 1728 Gore Road in London. Drop by or call us in advance to set up a time to speak with one of our managers (519-455-2646). Please bring a resume and cover letter and be prepared to have a short pre-screening interview with one of our managers. We're excited to meet you.

Job Duties

- Swiftly and accurately process customer purchases on a POS system
- Provide customers with quality customer service and advice on the selection and care of their plants, floral arrangements, gifts and related merchandise
- Resolve customer issues and concerns and refer to management as required
- Maintain a professional attitude and appearance while demonstrating a superior level of customer service when working with customers and staff.
- Maintain a clean, safe, enjoyable and helpful atmosphere for customers and staff.
- Stock and maintain neat, clean and attractive retail displays
- Contribute to the overall success of the organization by assisting/supporting other departments as needed and by exhibiting an upbeat attitude, cooperative behaviour and positive work habits

Skills and Qualifications:

- General computer knowledge (experience with a POS system is valuable).
- Demonstrated knowledge of the principals for providing quality customer service.
- Ability to learn and provide efficient and accurate processing of purchases.
- Experience in retail and/or horticulture is valuable but not required.
- Ability to interact effectively, professionally, and courteously with customers and staff.
- Ability to relate to persons of all ages, diverse backgrounds, skills, and abilities.
- Must be able to handle multiple projects or tasks.
- Comply with a flexible work schedule.
- Sound English language skills required to deliver quality customer service.
- Basic knowledge and passion for plants and gardening an asset
- Ability to quickly learn and communicate knowledge of plants, as well as pest and disease control.

Work Hours

- Must be willing to work non-traditional hours including evenings, weekends and holidays, as needed
- 30-40 hours per week
- Start times vary with season

Work Conditions and Physical Capabilities: Fast-paced environment, work under pressure, tight deadlines, attention to detail, constant bending, standing, crouching, walking and requires full extension of arms grasping and holding in all these positions; lift and carry up to 40 pounds; work in standing position for 95% of the day, standing on concrete; ability to distinguish between colours, adaptable to differences in temperatures - warm, humid, cold, non-air-conditioned.

About Van Luyk's

Van Luyk's is a family business providing quality product, selection and service since 1970. As a year-round, full-service garden centre, nursery, florist and gift shop, we provide solutions and expertise to meet our customers' complete lawn, garden and floral needs. We offer an extensive variety of live plants grown on-site, and a wide selection of unique and unusual, rare and exotic plants. We work with our customers to create successful gardens - indoors and out.

While we thank all applicants for their interest, only those selected for an interview will be contacted.