

Kiosk Manager located at V8Z 6E3 (NOC 0621)

Petals n Buds Florist (Metchosin, Bear Mountain, Brentwood Bay) is a growing company providing career development opportunities for current employees. New positions are posted internally prior to the public. Career Planning is available to all current and past employees. Showing a commitment to confidentiality, having positive learner attitude, and integrity toward the company both on and off the job.

Under the direction of the Creative Director

Detailed Work Activities:

- Open/Close the store in uniformity with operational standards of Host and Petals n Buds
- Educate customers on store processes, and teach customers how to use the Kiosk monitor
- Provide complete security and safety for people and products at store level
- Act as point-of-contact for internal communication, solve applicable problems, and participate in upper management problem solving as part of the management team.
- Express top level operational excellence at the store through appearance, cash handling, visual merchandising, loss prevention and inventory control.
- Respond to each customer when at the store in a courteous, prompt and friendly manner, and after each transaction in done, thank them.
- Inform customers about the care, maintenance, and handling of Bouquets and Flower Arrangements, and single flowers available for purchase
- Apply excellent communication during customer service, receive orders, sell merchandise, and collect payment
- Work with new materials and apply creativity to develop new creations
- Assist and encourage Selfie taking at our photobooth
- Attend meetings and/or presentations
- Speak to customers and gather written feedback

Daily Tasks May Include:

- May take written orders: Must collect accurate details (the date, delivery address, message card, payment information etc.)
- Keep up to date records of internal use data
- May train incoming staff

Required Knowledge:

- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of principles and processes for providing excellence in customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, sales techniques, and sales control systems.

The following knowledge is preferred:

- Use of Microsoft Office Excel [excel formulas], Word, PP
- Distinguish between cut flowers, colors, and care
- Know plant names, care instructions, where they originate, seasonal differences etc.

Location:	Downtown Victoria P/C V8Z 6E3
Starting Wage:	17.50
Hours/Week:	40
Requirements:	Reliable transportation, Valid Driver's License, Clean Abstract, Education Degree or higher from an accredited school
Company Homepage:	www.petalsnbuds.ca
Years of Experience:	2 year related experience
Position Start Date:	October 1, 2022
Contact/Hiring Process:	Email resume and CV to hr@petalsnbuds.ca