



# The Flower Shop

108 Wolverhampton Road, Codsall, Wolverhampton, WV8 1PE

Tel: 01902 843763

Email: [sales@theflowershoponline.co.uk](mailto:sales@theflowershoponline.co.uk)

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## **PART TIME FLORIST REQUIRED**

### **Summary:**

We currently have a vacancy for a Part Time florist. This is a supporting role to the team and it is important that this role is fulfilled by an individual who wants to part of a great team and assist the team to create the best experience for our customers whilst learning and creating beautiful floristry.

### **20-25 hours per week**

#### **Duties include:**

- General floristry orders
- Assisting with Funeral work
- Assisting with Wedding Work
- Assisting with Corporate Work
- Assisting in Flower School
- Maintaining shop window displays
- Flower pickups, plants gift wrapped and gifts are displayed within the shop front.
- Conditioning of flowers in both the shop and flower fridge area. Upkeep of plants within the store

#### **Customer Services Duties:**

- Liaising with customers to understand their requirements, cost accordingly and fulfil their order. When applicable, email customer to confirm order and send messages via our internal messaging system and email modules, keeping the customer upto with the progress on their order. (Training is available to learn the operating system used).
- Assisting with the setup of both corporate and wedding work. Helping to fulfil the order to the clients brief. Experience of setting up events is an advantage.
- Assisting with the monthly newsletters. (Knowledge of Mailchimp and marketing campaigns is an advantage. Training will be given)
- Updating posts and creating new posts on all social media platforms. Replying to messages on all social media platforms.
- Assisting with the preparation of Flower School. Sending Zoom links and assisting with preparing the flowers and sundries ready for class.

#### **Extra details:**

- Working as a team is critical. The team supports each other to help to maintain an efficient shop and ultimately creating the best customer service we can.
- There are times in peak periods that extra hours are required to fulfil orders. Flexibility is required.
- A Full clean driving licence is an advantage.
- Knowledge of Word & Excel is an advantage