

Atkins Farms  
**FLOWER SHOP ASSISTANT**

**Store Location:** 1150 West Street, South Amherst, MA

**Department:** Flower Shop & Greenhouse

**Job Status:** Part Time

**Reports To:** Department Manager, Assistant Department Manager, Management, Ownership

**Grade/Level:** High School diploma or equivalent preferred. Must be 18 years of age or older.

**Work Schedule:** Flexible, weekends, days, evenings & holiday availability is expected. Potential for increased hours during peak times.

**Amount of Travel Required:** Occasional

**Positions Supervised:** NA

**OVERALL RESPONSIBILITY**

- ◆ Customer Service
- ◆ Assisting customers with questions or directing them to someone who can assist
- ◆ Sales
- ◆ Cleaning/Sanitation
- ◆ Answering telephones
- ◆ Teamwork & communication
- ◆ Contribute to maintaining a clean and safe work environment
- ◆ Learn basic floral design
- ◆ Receive flowers, cut, hydrate
- ◆ Maintain and fill retail displays on sales floor (silk arrangements, wreaths, fresh bouquets etc.)
- ◆ Assist customers with their purchases
- ◆ Answer customers' questions and provide information about department products
- ◆ Maintain a clean work environment
- ◆ Create attractive displays (cross-merchandising whenever possible)
- ◆ Bag, box, or wrap merchandise for customers
- ◆ Assist customers over the phone with questions and/or special requests & orders
- ◆ Take customer orders over the phone as well as in person
- ◆ Wrap bouquets for retail display area
- ◆ Create silk floral pieces for retail display area
- ◆ Lifting and moving supplies, water buckets, arrangements etc.

**KEY JOB DUTIES (not exhaustive)**

- ◆ Maintain regular and prompt attendance at worksite
- ◆ Perform other duties as assigned
- ◆ Exemplary customer service
- ◆ Ability to multitask
- ◆ Producing items for retail sales
- ◆ Customer Service
- ◆ Professional customer service during sensitive times (funeral arrangements, weddings, anniversaries, recoveries)
- ◆ Cleaning
- ◆ Creativity
- ◆ Strong communication skills and ability to follow instructions

**REQUIREMENTS:**

Work Schedule: Flexible, will require weekends, days, evenings & holidays

**About Atkins Farms**

Atkins Farms is a locally owned and operated business with locations in South Amherst, MA and North Amherst, MA. We strive to exceed our customers' expectations by providing the highest quality selections possible, locally produced and privately labeled goods as well as conventional and seasonal products. We provide a safe, clean and comfortable shopping environment, with exceptional customer service from a staff of dedicated and knowledgeable employees. Customer satisfaction is our goal. We believe that actively supporting community events and local organizations strengthen the community. Atkins Farms offers employee benefits and competitive wages based on experience and skills.