



JOB DESCRIPTION

JOB TITLE: Trainee Junior Florist

STATUS: Full Time

HOURS: 38 per week

REPORTS TO: The Florist Shop Manager

KEY PURPOSE:

To assist the Florist Shop Manager and Senior Florists with their duties, customer service, delivery driving and professional execution of floral orders.

This position also provides support for the other operations of Valley Fresh Flowers (VFF).

KEY RESPONSIBILITY	PERFORMANCE MEASURES
Customer Service	<ul style="list-style-type: none"> ▪ Monitor and review flower shop product range and develop product range for peak trading periods • Manage stock rotation, forecast stock levels based on sales and predicted sales ▪ All products for sale are clearly priced marked with the words " Wholesale Price" ▪ Attend to needs of walk in cash sale customers ▪ Complete freshness check with Wholesale staff and process all flowers sent from the Wholesale area within 24 hours ▪ Answer incoming phone calls as per the Procedure Manual ▪ Ensure all order specifications are clear and accurate ▪ Supervision of junior casual and work experience florists
Professional Development	<ul style="list-style-type: none"> ▪ Attend each advanced workshop for professional development
Maintain a clean tidy and safe work environment	<ul style="list-style-type: none"> ▪ Retail shop, work bench, under work bench, service desk and supply cupboard are kept tidy at all times
Assist in the development of VFF Corporate Customers	<ul style="list-style-type: none"> ▪ Develop and implement a plan to promote VFF to potential corporate customers

	<ul style="list-style-type: none"> ▪ Liaise with Corporate customers and execute floral designs to suit their requirements
Occupational Health & Safety	<ul style="list-style-type: none"> ▪ Follow all VFF health & safety procedures ▪ Report all known or observed hazards to The Director ▪ Take reasonable care to ensure your own and others' safety

SELECTION CRITERIA

Essential:

- Demonstrated customer service skills
- Excellent communication skills
- Ability to work unsupervised
- Ability to work as part of a team
- Well presented
- Driver's Licence (Manual)

Desirable:

- Good computer skills
- Good organisational skills

KEY PRACTICES FOR ALL TEAM MEMBERS

- Building strong relationships with customers, suppliers and within the team
- Take initiative
- Focus on the customer and results
- Be personally effective
- Contribute to teamwork