

Job Title: In-Store Customer Service and Sales Representative

Company: Southern Kentucky Floral Exchange

Location: 348 College Street Unit 120 Bowling Green, KY 42101

Job Type: Part-Time / 12-24 hours per week. Storefront hours are Monday - Friday 7 AM - 3 PM with some occasional weekend hours. Must be available to work early morning shifts (as early as 5 am when needed). Must be available to work a minimum of 3 shifts per week. Shift lengths will vary based on the employee's availability, with a minimum of a 4-hour shift.

Company Overview: The Southern Kentucky Floral Exchange is a passionate team of specialty cut flower growers dedicated to delivering fresh, locally grown flowers to our valued clients. As a sustainable cut flower wholesaler, we work with regional farms to provide high-quality blooms to florists, retailers, and event planners. Our commitment to quality, sustainability, and excellent service drives everything we do. We are looking for motivated Customer Service and Sales Representatives to join our team and help expand our client base while nurturing strong relationships with existing customers.

Job Description:

We're looking for enthusiastic and motivated team members to join our small team and help maintain a welcoming store environment. You'll be a key player in ensuring positive client interactions and providing the exceptional service we're known for. You will be responsible for generating leads, building long-term customer relationships, and ensuring that our products are represented in a way that reflects the quality and care that goes into growing them. This role requires a blend of salesmanship, customer service, and a passion for locally sourced agriculture.

Responsibilities:

- Greet and assist customers, creating a friendly and professional environment.
- Answer phone calls and respond to email inquiries in a timely, courteous manner.
- Assist with product displays, keeping the store visually appealing.
- Develop an in-depth knowledge of our product offerings.
- Present the product line to customers, highlighting key selling points like freshness, quality, and local sourcing.
- Provide customers with insight into floral trends and assist in selecting the right products for their needs.
- Collaborate with team members to ensure seamless daily operations.
- General cleaning and daily care tasks (washing buckets, cleaning coolers, sweeping and mopping floors, etc.) to keep the store a clean and safe working environment.
- Uphold the standards of Southern Kentucky Floral Exchange through professional and attentive service.
- This position may require occasional delivery of flowers utilizing the company delivery van; therefore the team members must be available and eligible to deliver fresh cut flowers to various locations within a 150 mile radius of Bowling Green, KY, including but not limited to Nashville, Louisville, Frankfort, Southern Indiana and many smaller towns in between while maintaining product quality, and providing outstanding service.

Qualifications:

- Strong communication skills, both verbal and written
- Applicant should have an Interest in locally grown flowers, horticulture, or sustainable agriculture.
- Friendly and approachable demeanor
- Ability to handle client inquiries with professionalism and warmth.
- Ability to stand for long periods of time.
- Ability to lift 50+ pounds and move buckets, displays, etc. as needed.
- Valid driver's license with a clean driving record and a reliable form of transportation
- Ability to drive a personal vehicle for deliveries if the company delivery van is unavailable. Mileage reimbursement will be provided as applicable.
- Must have adequate personal car insurance coverage to meet company requirements.
- Must be available for early morning shifts (as early as 5 am)
- Must be willing to make local deliveries in company vehicles as needed during a shift.

Why Join Us?

- Opportunity to work with beautiful, locally sourced floral products every day.
- Opportunity to be part of a supportive, eco-conscious team that values sustainable agricultural practices.
- Flexible hours and potential for growth within the company
- Competitive pay
- Hands-on experience in customer service and sales within a unique, community-focused business
- Mentorship from seasoned professionals in the floral industry
- Opportunity to work with an enthusiastic and supportive team in a growing industry.

How to Apply

If you're interested in spreading happiness in the form of fresh flowers, please send your resume and a brief cover letter to sokyfloralexchange@gmail.com with the subject line "Customer Service / Sales Rep Application – [Your Name]."

The Southern Kentucky Floral Exchange is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.