

Job Posting
Business Manager – Floral Studio

Position Type: Regular, Full-time
Company Name: Hole's Greenhouses & Gardens
Application Deadline: Open until filled

The Floral Studio at the Enjoy Centre is looking for a Business Manager to lead our creative and talented team of designers. This leadership position will play an important role within a strong retail team committed to providing an exceptional customer experience.

General Duties

- Ensure excellent customer service is provided to all clients, including anticipating and resolving customer complaints
- Oversee and assist with wedding and event consultations as required,
- Purchase floral product and supplies as required based on best quality for cost, as well as ensure timely delivery for daily sales, weddings, holidays and special events
- Determine the appropriate number of floral arrangements or bouquets to be produced according to anticipated customer demand
- Maintain accurate and complete records of all sales orders, wedding contracts and purchase orders
- Record inventory losses due to perished product and submit claims to suppliers as required
- Ensure staff schedules are developed based on weekly requirements and labour budgets
- Conduct daily and weekly meetings to inform staff about organizational goals and objectives

Job Requirements

- 3+ years retail management, including retail purchasing experience
- Excellent time-management skills
- Ability to engage, motivate and lead a creative team
- Availability to work weekends and holidays
- Previous experience in the Floral industry is an asset, but is not required

Educational Requirements

- Certificate or post-secondary education in business or retail management

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